



# THE EMPLOYMENT STATUS OF CALIFORNIANS WITH DISABILITIES

July 2006

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Annual Report to the Governor and the Legislature  
Presented by the California Governor's Committee on Employment of People with Disabilities

# **The Employment Status of Californians with Disabilities**

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# **The Employment Status of Californians with Disabilities**

## **Table of Contents**

	Page
<b>The Purpose of the Report</b> .....	1
<b>Executive Summary</b> .....	2
<b>The Path to California's Comprehensive Strategy for the Employment of People with Disabilities</b> .....	5
<b>Framing the Population</b> .....	7
Defining Disability .....	7
Disability Population Estimates .....	8
The Employment Rate .....	9
The Poverty Level .....	10
<b>Environmental Impact</b> .....	11
<b>Implementation Activities</b> .....	18
Restructure of the Governor's Committee .....	19
California Service Needs Evaluation .....	20
Methodology for the Assessment of Needs .....	25
Partners' Activities .....	30
<b>Summary of Accomplishments for 2005-2006</b> .....	31
Goals Met .....	31
<b>Recommendation for Program Year 2006-2007</b> .....	33

# **The Employment Status of Californians with Disabilities**

## **Appendices**

Appendix A	California Strategy for the Employment of People with Disabilities .....	A-1
Appendix B	Assembly Bill 925 .....	B-1
Appendix C	Cited Legislative Definitions for Disability .....	C-1
Appendix D	Service Needs Evaluation .....	D-1
Appendix E	Partner Activities .....	E-1
Appendix F	Information Resources/Bibliography .....	F-1

## **The Purpose of the Report**

This is the third report on *The Employment Status of Californians with Disabilities* (Annual Report)<sup>1</sup> to the Governor and the Legislature as mandated by Assembly Bill (AB) 925, the Workforce Inclusion Act, 2002.<sup>2</sup> Its purpose is twofold. First, the report transmits the *California Comprehensive Strategy for the Employment of People with Disabilities* to the Governor and the Legislature. See Appendix A.

Secondly, it informs the Governor and the Legislature on the employment status of Californians with disabilities and activities undertaken by the California Governor's Committee on Employment of People with Disabilities (Governor's Committee), pursuant to AB 925.

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<sup>1</sup> To view previous reports, go to <http://www.edd.cahwnet.gov/gcepdind.asp>

<sup>2</sup> Chapter 1088, September 29, 2002, an act to add Sections 12803.6, 12803.65, and 12803.7 to the Government Code, to add Division 10 (commencing with Section 18000) to the Unemployment Insurance Code, and to amend Sections 12300 and 14132.5 of, and to add Sections 14007.95 and 14132.955 to, the Welfare and Institutions Code, relating to disabilities. See Appendix B.

## **Executive Summary**

AB 925 directs the Labor and Workforce Development Agency and the Health and Human Services Agency to develop a sustainable comprehensive strategy to bring the employment rate of Californians with disabilities into parity with that of the general population.

In Program Year 2004-2005, the Governor's Committee and the California Health Incentives Improvement Project (CHIIP) Steering Committee developed a working vision statement, guiding principles and goals for the state's Comprehensive Strategy (the Strategy) for the Employment of People with Disabilities. These building blocks were presented to other stakeholders for further input. A first draft of the proposed Comprehensive Strategy was developed in April 2005. The draft was posted for public comment on the Governor's Committee Web site and was widely distributed to state partners and advocacy groups for additional comment.

During the open comment period, the Governor's Committee and the CHIIP coordinated stakeholder sessions<sup>3</sup> across the state to further refine the Comprehensive Strategy. The Governor's Committee approved the final draft for clearance in January 2006, and the Labor and Workforce Development and Health and Human Services Agencies approved the Comprehensive Strategy in June 2006.

In addition to developing the Comprehensive Strategy, the Governor's Committee met the other goals set down in last year's report.

- The interagency collaboration required in building the Comprehensive Strategy strengthened partnerships among the mandated partners, particularly between the Governor's Committee and the California Workforce Investment Board.
- The Governor's Committee Chair, representing private sector business, expanded the employer perspective and is helping to strengthen business partnerships.
- The state's educational system is represented on the Governor's Committee by members from the Department of Education and the California Community Colleges Chancellor's Office.

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<sup>3</sup> See Appendix F, Information Sources/Bibliography, for a list of the stakeholder sessions.

## **The Employment Status of Californians with Disabilities**

- Several non-mandated departments administer programs and provide services that support the ability of people with disabilities to work. Although these departments are not currently represented on the Governor's Committee, the new subcommittee structure provides the flexibility to request departmental experts to participate in workgroups that address key elements of the proposed Comprehensive Strategy.
- Governor Schwarzenegger issued Executive Order S-4-05 reinforcing Sections 19230-19237 of the Government Code. These sections contain requirements that protect people with disabilities from discrimination when applying for state government employment. Executive Order S-4-05 establishes practices that assist California in being a model employer of people with disabilities, another requirement of AB 925.

State and federal legislation has responded over the past several years to the changing paradigm of the disability community from a population who is not expected to work, to a population who can and wants to work. However, the fiscal and program environment in which the Governor's Committee works to improve the employment rate of people with disabilities continues to be affected by steady federal budget cuts and regulatory changes.

Programs affecting people with disabilities face cuts in funding. Temporary Assistance for Needy Families (TANF) is changing how incentives and penalties are calculated, thereby posing a risk that California's TANF funding will be cut in future years. New reductions are proposed for Supplemental Security Income (SSI) and State Supplemental Payment benefits to people with disabilities. The federal Medicare Part D gap in prescription coverage also impacts people with disabilities who are dual eligible (both Medicare and Medi-Cal), thus making it harder for them to make the decision to go to work and risk losing their Medi-Cal coverage.

There are program changes that will affect people with disabilities. Common performance measures<sup>4</sup>, effective in July 2005 for the Workforce Investment Act (WIA), may lead some service providers to decide that customers with disabilities are too costly to serve. Also,

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<sup>4</sup> Information on Common Performance Measures can be obtained at the Employment and Training Administration's Web site. See Training and Employment Guidance Letter 28-04:

[http://www.workforceatm.org/articles/template.cfm?results\\_art\\_filename=tegl2804.htm](http://www.workforceatm.org/articles/template.cfm?results_art_filename=tegl2804.htm)

## **The Employment Status of Californians with Disabilities**

the California High School Exit Exam, unless modified for students with certain disabilities, threatens the denial of a high school diploma to 25,000 or more students every year.

To address these changes and uncertainties, the Governor's Committee is developing the California Service Needs Evaluation to determine the gaps in and/or duplication of services within the state system, and how the system can be realigned for more effective and cost-efficient service to people with disabilities.

The approval of the Comprehensive Strategy by the Labor and Workforce Development and Health and Human Services Agencies provides California with a clear direction for improving the employment rate of people with disabilities. The Governor's Committee recommends that the Governor and the Legislature support the Comprehensive Strategy and promote efforts by the Governor's Committee to implement California's Comprehensive Strategy for the Employment of People with Disabilities.



### **The Path to California's Comprehensive Strategy for the Employment of People with Disabilities**

The policy dialogue and grassroots effort for systems change in the disability employment arena has been years in the making, with the passage of AB 925 marking a major milestone in that effort. Another major milestone is the collaborative and inclusive development of the proposed Comprehensive Strategy, a plan for coordinating and refining the statewide system of employment services and supports for people with disabilities, and a significant deliverable required by AB 925. The path leading to the development of the Comprehensive Strategy has been a years-long journey bringing together the voice of a multitude of interested stakeholders.

The process to develop the legislatively mandated Comprehensive Strategy began in December 2004 with a meeting attended by the Governor's Committee members and the CHIP Steering Committee. During the two-day session, the essential components of a statewide employment strategy for adults and youth with disabilities were identified and prioritized, resulting in a working vision statement, guiding principles and a list of goals.

From this beginning working session in late 2004 and the subsequent outreach for input through presentations, conferences and seminars, a first draft of the proposed Comprehensive Strategy was developed in April 2005. This draft was posted for public comment to the Governor's Committee Web site and was widely distributed to state partners and advocacy groups to solicit additional comment and input.

During the open comment period from April through December 2005, the Governor's Committee and the CHIP coordinated outreach efforts to partners and other groups to further refine and add content to the Comprehensive Strategy. The CHIP is funded by the Centers for Medicare and Medicaid Services to support the development of a comprehensive statewide employment strategy for people with disabilities, and has been an active partner with the Governor's Committee in the Comprehensive Strategy development.<sup>5</sup>

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<sup>5</sup> See Appendix F, Information Resources/Bibliography, for a list of stakeholders, focus groups, conferences, and resources used as sources of information for the Comprehensive Strategy development.

## **The Employment Status of Californians with Disabilities**

Some of the more common themes that surfaced through the input process were the need to:

- Actively involve and solicit input from employers;
- Develop an education campaign;
- Consider cultural and language differences in all activities;
- Assist injured workers to return to work;
- Coordinate and align state services and systems; and
- Focus on the unique needs of youth and veterans with disabilities.

The Comprehensive Strategy reflects and balances the comments and concerns of the myriad stakeholders lending their voices to this document.

Midway through the open comment period, the Governor's Committee elected its new officers, who provided strong leadership and direction for the development of the proposed Comprehensive Strategy. The new leadership provided their vision for the Governor's Committee's operations and structure, which assisted in the organization of the Comprehensive Strategy into its three main sections of: Meeting the Needs of Business; Preparing and Supporting Persons with Disabilities; and Aligning Systems. The newly organized subcommittee structure supports implementation of this organizational framework of the Comprehensive Strategy.

With the receipt of ongoing input from April through December 2005, four revisions to the Comprehensive Strategy were produced and posted on the Governor's Committee Web site inviting further comment. The resulting draft was approved by the Governor's Committee and jointly adopted by the Labor and Workforce Development Agency and the Health and Human Services Agency. See Appendix A.

## **Framing the Population**

AB 925 mandates statewide efforts to “bring adults with disabilities into gainful employment at a rate that is as close as possible to that of the general adult population.” In the July 2005 Annual Report, demographical and statistical data were reported to show the progress people with disabilities have made over the years in trying to live more independently. In order to improve the issues associated with employment for people with disabilities, “disability” and “the target population” were defined in the report. Disability will again be defined in this report for clarification. Statistics presented in last year’s report were based on data from the *2000 U.S. Census* and the *2003 American Community Survey*, conducted by the U.S. Census Bureau.

## **Defining Disability**

Unlike many other disability and civil rights laws, AB 925 does not specifically define disability. Therefore, the Governor’s Committee uses a combination of the disability definitions contained in the federal Americans with Disabilities Act of 1990 (ADA), the Rehabilitation Act of 1973, Section 504, as amended in 1998, and the California Fair Employment and Housing Act<sup>6</sup>, whose definition is broader than that contained in the two federal laws. All of these definitions reflect the three types of discrimination encountered by people with disabilities, so for the purposes of this report, the term “disability” means, with respect to an individual:

- A physical or mental impairment that limits one or more of the major life activities;
- A record of such an impairment; or,
- Being regarded as having such an impairment.

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<sup>6</sup> Appendix C

## **The Employment Status of Californians with Disabilities**

This definition brings into focus the population that will benefit from improved policies and practices regarding accessibility to all employment-related programs and services.

*The definition of “disability” ultimately determines the costs of various programs. It also determines who will be protected from disability-based discrimination.<sup>7</sup>*

This year’s data are based on the most recent information collected from the *2004 Disability Status Reports* by Cornell University, U.S. Census Bureau’s Population Estimates Program, and their 2004 *American Community Survey*. Disability is defined differently across surveys. These estimates are based on definitions used by research organization sources.

### **Disability Population Estimates:**

<b>Age Group</b>	<b>United States</b>	<b>California</b>
Total population 5 to 15 years	44,889,036	5,918,563
With a disability	2,824,147	261,365
Total population 16 to 64 years	185,871,497	22,764,242
With a disability	21,495,471	2,275,654
Total population 65 years and over	34,205,301	3,655,119
With a disability	13,538,962	1,441,248

Source: U.S. Census Bureau, *2004 American Community Survey*

<sup>7</sup> Steven R. Gregory, AARP Public Policy Institute, *Data Digest* Number 98, August 2004

## **The Employment Status of Californians with Disabilities**

### **The Employment<sup>8</sup> Rate:**

In the United States:

<b>Disability status of people working-age (ages 21-64)</b>	<b>% Employed in 2003</b>	<b>% Employed in 2004</b>	<b>Increase or Decrease</b>
With a disability	37.9%	37.5%	- .4%
No disability	77.6%	77.8%	+ .2%

Source: Cornell University, *2004 Disability Status Reports*

In California:

<b>Disability status of people working-age (ages 21-64)</b>	<b>% Employed in 2003</b>	<b>% Employed in 2004</b>	<b>Increase or Decrease</b>
With a disability	36.3%	38.3%	+ 2%
No disability	74.8%	75.3%	+ .5%

Source: Cornell University, *2004 Disability Status Reports*

### **Findings**

- From 2003 to 2004, the employment gap between Californians with a disability and those without a disability closed by 1.5 percent.
- The employment rate of Californians with disabilities is slightly higher than that of the nation.

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<sup>8</sup> Definition of "employment" (as reported in the *2004 Disability Status Reports*): A person is considered employed if he or she: (a) worked as a paid employee, worked in his or her own business or profession, worked on his or her own farm, or worked 15 or more hours as an unpaid worker on a family farm or business, or (b) had a job, but temporarily did not work at that job during the reference period due to illness, bad weather, industrial dispute, vacation or other personal reasons. The reference period is defined as the week preceding the date the questionnaire was completed.

## **The Employment Status of Californians with Disabilities**

### **The Poverty Level:**

<b>Percentage Below Poverty in 2004 for Working-Age (ages 21-64) Individuals</b>	<b>UNITED STATES</b>	<b>California</b>
With a disability	24.1%	16.9%
No disability	9.1%	12.2%

Source: U.S. Census Bureau, 2004 American Community Survey

### ***Which families are among the least likely to leave assistance?***

*The Public Policy Institute of California estimates, “families with disabled children are much less likely to exit welfare programs than are poor families with only healthy children. Many families with disabled children have left welfare and turned to federal aid in the form of Supplemental Security Income (SSI). The presence of a severely disabled child reduces a family’s likelihood of leaving welfare by the same amount as a four-year reduction in the household head’s educational attainment.”*

### **Environmental Impact**

People with disabilities are not employed at the same rate as that of the general population, putting them among the most unemployed and underemployed segment of California's population. Many people with disabilities depend on federal income supports, such as Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI), to survive. To qualify for SSI and SSDI, applicants must show a permanent inability to work. This inflexible eligibility requirement provides little incentive for people to leave these programs.

Yet, the majority of people with disabilities say they can work and want to work. Many do not need lifetime disability benefits, but may simply need skills training, rehabilitation, accommodations, or health coverage in order to get or keep a job. Once gainfully employed, many people with disabilities can give up dependence on support programs, including Medi-Cal and Temporary Assistance for Needy Families.

Over recent years, federal legislation and programs, e.g., the ADA, Ticket to Work and Work Incentives Improvement Act of 1999, and the Ticket to Work and Self-Sufficiency Program have moved toward supporting the ability to work and the rights of people with disabilities. Legislation, such as AB 925, reflects this change in policy at the state level.

The intent of federal and state legislation is to remove the barriers that prevent people with disabilities from accessing community services and benefits, businesses, schools, public facilities, and recreational areas. There are laws to ensure that children with disabilities have equal access to public education, including opportunities to transition to higher education and/or employment. Federal and state programs are developing and influencing the implementation of disability employment policies and practices throughout the workforce development system and the employer community to increase employment for people with disabilities.

## **The Employment Status of Californians with Disabilities**

The following provides a brief glimpse of the programmatic and fiscal environment under which these programs, as well as the Governor's Committee, work to increase employment opportunities for people with disabilities.

- **Federal 2006 Budget Resolution**

In the 2006 Budget Resolution, Congress cut both entitlement and discretionary programs. Consequently, authorizing and appropriating committees concentrated their efforts on cutting programs and benefits. Included in those cuts are select education and job-training programs. These programs face an approximate five percent cut from their Fiscal Year (FY) 2005 appropriated levels, plus an additional one percent across-the-board cut in discretionary funding. While not law, the budget resolution lays the groundwork for funding to most of the federal disability programs. The net impact of these policies and decisions leave many federally funded disability programs with less funding in 2006 than in 2005, representing setbacks in addressing waiting lists, direct support worker pay, and other disability community priorities.

- **The Workforce Investment Act (WIA)**

The WIA is a federal law authorizing job training and placement services, customized skills training programs, and youth programs for all individuals seeking employment through One-Stop Career Centers.

- o **WIA Reauthorization**

Both Houses of Congress have passed their respective WIA bills, which are now awaiting appointment of Conferees (Members of Congress) and a Conference between the two bills, which are distinctly different from one another.

One of the issues that has stymied both bills from conferencing is the faith-based language in the House WIA bill, which some in the House and Senate believe would allow discrimination in employment based on an individual's religious beliefs.

The House and Senate plan to return to session on November 13, 2006, for a lame duck session of Congress. There is some possibility, depending upon



## **The Employment Status of Californians with Disabilities**

the outcome of the mid-term elections, that a compromise might be reached on the faith-based issue during this session. If not, WIA may remain un-reauthorized for its second full congress.

A Continuing Resolution, which provides stopgap funding for the Federal government to remain operational until appropriations bills are passed by the Congress and signed by the President into law, was passed before the Congress recessed.

Fiscal Year 2007 spending cuts to WIA (approximately nine percent for California) are having a negative impact on employment and training programs currently provided by Local Workforce Investment Areas and On-Stop Career Centers.

- **Common Performance Measures**

In 2001, the President announced a Management Agenda to improve the management and performance of the federal government. One of five government-wide management initiatives, the Budget and Performance Integration Initiative requires government agencies to focus on performance, rather than process, in order to achieve results. As part of the federal mandate, the Office of Management and Budget and other federal agencies developed performance measures for programs with similar goals. The common performance measures for job training and employment will be applied to 31 programs administered by six federal agencies: Labor, Education, Health and Human Services, Veterans, Interior, and Housing and Urban Development. <http://www.doleta.gov/Performance/> Follow links to Common Measures.

Because of the mandate, the DOL implemented common performance measures for WIA adult and dislocated worker programs in July 2005. Other WIA job training and employment programs will implement common performance measures later. A number of One-Stop Career Center

## **The Employment Status of Californians with Disabilities**

partners have expressed concerns about the disincentives to provide services to persons with disabilities in the workforce investment system, based on the new performance measures. Because individuals with significant disabilities and multiple barriers may require more services and be more costly to serve than other individuals, One-Stop Career Center operators may be reluctant to register and serve people with disabilities.

- **Medicare Part D**

A new federal law to provide for a voluntary drug benefit under Medicare Part D went into effect January 2006. The benefit is delivered through private risk-bearing entities under contract with the U.S. Department of Health and Human Services. However, many feel the new benefit does not provide adequate coverage for people with disabilities. A gap in coverage under the program may have a negative affect on beneficiaries, and the prescription benefit is less generous than other areas of Medicare. One of the provisions for people with disabilities who are dually eligible (eligible for both Medicare and Medicaid—Medi-Cal in California) prohibits Medicaid from paying the difference between the cost of prescriptions and what Medicare covers.

- **Temporary Assistance for Needy Families (TANF)**

The Budget Reconciliation Bill (S.1932, 2006) reauthorized TANF, provided block grant funding through 2010, and maintained the current funding level for the next fiscal year. The TANF reauthorization alters how state incentives and penalties are calculated and assessed. The changes are certain to negatively impact the amount of funding California receives in future years. Although there are no specific cuts that target the disability community, any reduction to funding will affect services to low-income families. While TANF caseloads have been shrinking, the composition of the remaining caseload has changed. A 2002 General Accounting Office (now the Government Accountability Office) report found that individuals with disabilities and their family members represent approximately 44 percent of the remaining TANF population. Many of these individuals have multiple and significant barriers to employment and rely on TANF and related services. California will be forced to

## **The Employment Status of Californians with Disabilities**

reduce services in response to a shrinking TANF block grant.

- **Federal Work Incentives**

Congress added several work incentives to the Social Security Act. The work incentives make it easier for individuals with disabilities to be competitively employed and still retain Medicare or Medicaid benefits. In addition to the Ticket to Work and Self-Sufficiency Program, the Social Security Administration (SSA) introduced the Benefits Planning, Assistance, and Outreach (BPAO) program and the Protection and Advocacy program for beneficiaries of Social Security. The SSA plans to announce improvements to the BPAO program that emphasize work incentives, return to work supports, and jobs for beneficiaries. The improvements go into effect September 2006, and include a name change for the BPAO program to Work Incentives Planning and Assistance organizations.

- **California's Proposed State Budget**

The state's spending plan for the 2006 budget year proposed funding reductions for programs and services that affect people with disabilities and seniors, including reductions to cash grants called SSI/State Supplementary Payment. However the final budget did not contain the proposed reductions.

Frequently, programs and services for people with disabilities and seniors are considered for reductions when funding pressures exist.

- **Transition-Age Youth with Disabilities**

The California Improving Transition Outcomes for Youth with Disabilities Project (ITOP) works with federal, state and community agencies and organizations to help young people with disabilities make the transition from school into the workforce.

Funds for this project came from a federal Innovative Alignment Grant. This source of federal funding ends on December 31, 2006. This is unfortunate, because the rising number of students with disabilities increases the need to begin the transitioning process early in the high school years in order to ensure that the students' employment needs are

## **The Employment Status of Californians with Disabilities**

met.<sup>9</sup> In the next year the California Health Incentives Improvement Project will assist by providing funding for ITOP from October 1, 2006 through June 30, 2007.

In addition, there is major concern for the young people who are transitioning out of the foster care and juvenile justice systems. Many of these youth have serious mental health issues. A large number end up homeless or back in the juvenile justice system because of undiagnosed or inadequately treated psychiatric problems.<sup>10</sup>

- **California High School Exit Exam**

Students in the class of 2006 are the first required to pass the California High School Exit Exam before they can receive a diploma. Recently, the Governor and the Legislature took action to protect certain students with disabilities from having to pass the new exit exam. Senate Bill 517 (Chapter 3, 2006) provides a one-year exemption to students with an Individualized Education Program or Section 504 plan who were otherwise on-track to graduate with their class. Without this exemption, nearly 25,000 students with disabilities may have been denied high school diplomas if they could not pass the exam<sup>11</sup>. Legislators and state education officials are seeking a permanent solution for these students, who have higher failure rates than any other group. In addition, legislators and state education officials will have to address the availability of testing accommodations and alternate assessments, as well as provide the specific individual supports needed to guarantee educationally sound opportunities for all students with disabilities.

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<sup>9</sup> U.S. Department of Education President's Commission on Excellence in Special Education, Transition Task Force Hearing, Tuesday April 30, 2002.  
[http://www.ed.gov/inits/commissionsboards/whspecaleducation/meeting\\_april-30-2002/transcript\\_4-30-02.doc](http://www.ed.gov/inits/commissionsboards/whspecaleducation/meeting_april-30-2002/transcript_4-30-02.doc)

<sup>10</sup> Mental Health Needs and Services for Youth in the Foster Care and Juvenile Justice Systems: An Annotated Bibliography of Selected Resources by *Alicia Dienst, MSW Intern, and Lisa K. Foster, MSW, MPA (CRB-v12-n1, August 2005)*,  
<http://www.library.ca.gov/crb/05/notes/v12n1.pdf>

<sup>11</sup> <http://www.deaflaw.org/highschoolexitexamexemption.htm>

## **The Employment Status of Californians with Disabilities**

- **Disability Program Navigators (Navigator)**

Disability Program Navigators work in selected One-Stop Career Centers throughout California. The DOL and the SSA jointly established the Navigator position. One of the job duties of the Navigators is to assist One-Stop Career Centers improve access to their facilities and programs, including suggested assistive technology for people with disabilities. The Navigators train One-Stop Career Center staff and build networks designed to increase employment opportunities for customers with disabilities.

Access to One-Stop Career Centers has improved in the past two years, due to the work of the Navigators. However, a 2005 Government Accountability Office study indicates there is still room for improvement. Federal funding for the Disability Program Navigator project runs through June 30, 2007.

- **In-Home Supportive Services (IHSS) in the Workplace**

The IHSS program provides assistance to eligible aged, blind, and disabled individuals who would otherwise be unable to remain safely in their own homes. An important provision of AB 925 allows people with disabilities to transfer some of their IHSS personal care services to their place of employment. State regulations to implement the IHSS provisions are scheduled to go into effect later this year.

### **Implementation Activities**

The Governor's Committee is responsible for developing policy recommendations for the Governor on providing services to people with disabilities that assist their efforts to gain employment. In this capacity, the Governor's Committee coordinates the activities listed below with the California Workforce Investment Board. Members at the table are expected to represent the highest level of their organizations or constituency and to have the knowledge and authority to contribute in developing policy recommendations.

The Governor's Committee provides a forum for:

- Supporting an environment of employment over entitlement;
- Supporting the integration of disability employment and training programs into the state workforce investment system;
- Communicating ideas to enhance employment opportunities for people with disabilities;
- Providing guidance on integration of skills development for job applicants to meet employers' needs; and
- Developing accurate and timely information for the Governor and the Legislature to make informed decisions on employment and training programs for people with disabilities.

# **The Employment Status of Californians with Disabilities**

## **Restructure of the Governor's Committee**

To implement the Comprehensive Strategy, a new subcommittee structure was established, with one or more subcommittees linking to a goal of the Comprehensive Strategy. The subcommittees are:

### **Agency Liaison Subcommittee**

The Agency Liaison Subcommittee convenes state agency decision-makers to bring about the implementation of recommended disability employment policies, provides oversight to state implementation efforts, and coordinates statewide efforts related to employment of people with disabilities. The subcommittee will work to ensure the State of California is a model employer for hiring people with disabilities, promoting universal access in the One-Stop Career Center System, and coordinating and integrating the state's management information systems to provide consistent data for policy makers.

### **Business Liaison Subcommittee**

The Business Liaison Subcommittee works with the California business community to formulate strategies to increase employment opportunities for people with disabilities. The subcommittee will work with employers to remove barriers and increase their ability to hire and retain employees with disabilities. Employers will be invited to share information with educators and trainers to effect changes in curricula and prepare people with disabilities to meet workforce needs. Employers will be made aware of the opportunity to sustain their workforce by drawing from a pool of qualified and job-ready individuals.

### **Education and Employment Subcommittee**

The Education and Employment Subcommittee works with the educational, vocational training and employer communities to advance policies and initiatives aimed at increasing employment and entrepreneurial opportunities for people with disabilities. The Subcommittee will formulate strategies to assist youth and adults with disabilities with gaining the academic and work-readiness skills necessary to succeed in the workplace and to achieve financial independence. The Subcommittee will also develop recommendations for increasing public awareness and understanding of available services; providing micro-enterprise and entrepreneurial opportunities to interested people with disabilities; and providing the range of services needed by veterans with disabilities seeking employment.

# **The Employment Status of Californians with Disabilities**

## **Policy and Planning Subcommittee**

The Policy and Planning Subcommittee coordinates with other subcommittees, partners and stakeholders to identify barriers to employment and potential solutions. They work collaboratively to develop policy recommendations to build a seamless, cohesive system for delivering employment and support services.

## **California Service Needs Evaluation**

### **Introduction**

In past years' reports, the Governor's Committee provided extensive information on the employment barriers experienced by youth and adults with disabilities. Some of the most universal barriers that affect people with disabilities and the employers that would hire them, include<sup>12</sup>:

- Attitudes and misconceptions regarding disability and the productivity of people with disabilities;
- Limited opportunities in an increasingly competitive job market;
- Limited access to programs that teach the necessary skills to meet industry standards required by a competitive job market
- Dwindling funds for assistive programs and services;
- Concerns about securing or retaining health coverage to provide the comprehensive healthcare necessary to live independently and participate fully in the workforce;
- The need for personal care assistance in the workplace;
- The need for supportive services to seek, find, and retain employment, such as: reliable, accessible transportation, childcare, and affordable housing;
- Concerns regarding potential liability or increased worker's compensation costs;
- Concerns that the possible cost of accommodation would be prohibitive;

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<sup>12</sup> *Delivering on the Promise*, preliminary report of federal agencies' actions to eliminate barriers and promote community integration, presented to the President of the United States, December 21, 2001



## **The Employment Status of Californians with Disabilities**

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- Understanding and navigating complex work incentive programs and healthcare benefit programs, and a shortage of specialists who understand the complexities of these federal and state programs; and
- Insufficient outreach to the employer community to increase awareness of qualified job applicants and the benefits incurred by hiring people with disabilities.

AB 925 requires the California Governor's Committee to assist local workforce investment boards in minimizing or removing barriers to work for people with disabilities. In support of that requirement, the Governor's Committee is developing a Service Needs Evaluation to assess the extent to which the state-level service delivery system may produce or exacerbate employment barriers for people with disabilities.

The California Service Needs Evaluation will be the mechanism through which the Governor's Committee looks across programs and assesses their overall effectiveness and integration, and whether they achieve similar or complementary goals.

### **The Process**

#### **State Program and Services Inventory**

As a first step in the evaluation process, an interdepartmental workgroup of Governor's Committee partners developed an inventory of state-level programs that provide either direct employment services for people with disabilities or supportive services, e.g., transportation or assistive technology, that enable people with disabilities to accept or retain employment. The State Program and Services Inventory (Inventory) includes program, participant, and fiscal information. The Inventory is included in the Governor's Committee's 2004-2005 Annual Report.

#### **Assessment of Needs for the Employment of People with Disabilities**

The second step of the evaluation process, which was completed in 2005, identifies what adults and youth with disabilities say they need to support employment<sup>13</sup>. The Governor's Committee used information from two recently conducted needs assessments and comments gathered at stakeholder sessions.

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<sup>13</sup> See Appendix D

## **The Employment Status of Californians with Disabilities**

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- The Department of Rehabilitation (DOR) commissioned San Diego State University's Interwork Institute to develop a survey designed for individuals and community agencies and a separate survey for businesses to assess the vocational rehabilitation and independent living needs of people with disabilities.
- The State Independent Living Council (SILC) contracted with InfoUse, in Berkeley, California to develop and conduct its Statewide Independent Living Needs Assessment. The survey focuses primarily on what is needed to achieve the goals associated with the Olmstead decision.<sup>14</sup> The interviews included people with disabilities who are receiving no services or are underserved, resulting in valuable information for the Governor's Committee evaluation.
- In fall 2005, the Governor's Committee, in partnership with the California Health Incentives Improvement Project, (CHIIP) conducted a series of stakeholder sessions to obtain input for the state's *California Comprehensive Strategy for the Employment of People with Disabilities* (Comprehensive Strategy). Information from these sessions is being added to the DOR and the SILC's needs assessments to complete the Assessment of Needs for the Employment of People with Disabilities.

An in-depth explanation of the methodology used for the Assessment of Needs for the Employment of People with Disabilities is contained in the next section of this report.

### **Next Step**

The *Service Needs Evaluation* will be completed by the Policy and Planning Subcommittee. The next step is to compare the results of the *Program and Services Inventory* with the *Assessment of Needs*. The comparison will determine how well California is meeting the employment needs of people

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<sup>14</sup> On June 22, 1999, the United States Supreme Court issued a decision in the case of *Olmstead v. L.C.*, finding that the unjustified institutional isolation of people with disabilities is a violation of the Americans with Disabilities Act (ADA). The court found that under certain circumstances, regulations implementing Title II of the ADA require the placement of persons with disabilities in community settings rather than institutions. The decision challenged federal, state, and local governments to develop cost-effective community-based services to prevent or delay institutionalization.

For more information on how California is implementing this decision, go to:  
<http://www.chhs.ca.gov/olmstead/OlmsteadEfforts.htm>

## **The Employment Status of Californians with Disabilities**

with disabilities, where the service gaps are, and where there is duplication.

### **Federal Influence**

In 2003, the U.S. Government Accountability Office (GAO) designated modernizing federal disability programs as a high-risk area—one that requires urgent attention and organizational transformation to ensure the most economical, efficient, and effective programs possible.

In a June 2005 report to Congressional Committees (GAO-05-626), the GAO presented factors they identified as important in assessing whether, and how, the 200+ federal programs serving people with disabilities could be transformed to better meet twenty-first century challenges. The new century's challenges include:

- Ensuring timely and consistent processing of applications for assistance;
- Ensuring timely provision of services and benefits;
- Interpreting complex eligibility requirements;
- Planning for growth in the demand for program benefits and services;
- Making clients aware of program services; and
- Communicating and coordinating with other federal programs serving individuals with disabilities.

## **The Employment Status of Californians with Disabilities**

According to the GAO, the key factors to consider in addressing program transformations include:

- Program design issues, particularly those affecting individual work incentives and supports;
- The fiscal implications of proposed program changes; and
- The feasibility of implementing program changes, which would include considering whether appropriate processes and systems are in place including those related to planning and managing resources.

California faces many of the same challenges now being considered by the federal government regarding the future employment needs of people with disabilities. In developing the final Service Needs Evaluation, the Governor's Committee and its partners will consider the challenges and program transformation factors outlined by the GAO.

### **Methodology for the Assessment of Needs**

The Assessment of Needs for the Employment of People with Disabilities consists of information gathered from a series of stakeholder sessions conducted throughout the state, as well as employment-related information contained in two state-level reports on the needs of adults and youth with disabilities.

#### **Stakeholder Sessions**

The stakeholder sessions were conducted by the Governor's Committee and members of the CHIP Steering Committee. See Appendix E, Information Sources/Bibliography, for a list of the stakeholder sessions.

The purpose of the stakeholder sessions was to gather comments from consumers and stakeholders for use in developing the Comprehensive Strategy. The comments were equally useful for the Assessment of Needs because they reveal what people with disabilities say they need in order to work and what other stakeholders, e.g., educators, employers, service providers, and family members, think people with disabilities need.

Session leaders took a non-scientific approach to gathering feedback from participants. The goal of the sessions was to collect as much information as possible in a relaxed setting.

There was a guideline of existing questions, but the questions were tailored from group to group to suit the needs and attention of the participants. Participants were given the opportunity to introduce and discuss needs that did not appear on the agenda.

## **The Employment Status of Californians with Disabilities**

### **California Department of Rehabilitation Statewide Needs Assessment Project 2001-2002**

Conducted by the San Diego State University Interwork Institute—this assessment is not available on the Internet. For a copy, you may contact the DOR at (916) 263-8740.

The needs assessment activities took place in six of the DOR's seventeen districts. Although the overall methods used to assess needs in the six districts were similar, some elements of the assessment process varied between districts. These variations were adopted to accommodate the preferences of the staff in the respective districts and to allow researchers to evaluate the relative effectiveness of the different assessment methods that were employed.

The process that was developed for conducting the needs assessment involved two primary data-gathering approaches: administration of a survey instrument, followed closely by a series of structured focus groups. Through the data collection efforts, researchers solicited information from three primary stakeholder groups:

- Individuals with disabilities, i.e., current and former clients of the DOR, individuals on the DOR's waiting list, and individuals with no affiliation with the DOR at all. Efforts were made to reach un-served and underserved populations;
- Community agencies which provide services to individuals who are potential or actual consumers of the services of the DOR located in the six districts; and
- Employers representing a broad range of industries and conducting business in the six districts.

The approach was designed to elicit both quantitative and qualitative data pertaining to the needs of persons with disabilities. Focus group activities yielded qualitative data that was used to complement the findings of the survey efforts, as well as to develop detailed information concerning needs at local levels.

## **The Employment Status of Californians with Disabilities**

The individual survey (telephone survey or self-administered), the community agency survey, and the focus group interviews centered on six subject areas:

- Mobility: the ability to move from place to place.
- Communication: the ability to use, give and/or receive information.
- Self-Care: the ability to plan and/or perform activities of daily living.
- Interpersonal Skills: the ability to establish and maintain appropriate interactions with others.
- Work Skills: the ability to learn or perform work functions.
- Work Tolerance: the ability to sustain the required level of work function.

The business survey differed markedly from the individual and community agency surveys. The business survey was much shorter in length and focused upon two subject areas: disability in the work place and applicants with disabilities.

### **Individual Surveys**

1,409 completed telephone interviews.

253 self-administered individual surveys returned.

### **Community Agency Surveys**

263 self-administered surveys returned.

### **Business Surveys**

168 self-administered business surveys returned.

### **Focus Group Surveys**

A total of 36 focus groups were conducted in the six districts. The number of groups conducted in the individual districts ranged from four to eight groups. Individuals with disabilities, representatives of organizations that provide services to people with disabilities, and business representatives participated in the focus groups. The format of the focus groups was consistent across all six districts.

## **The Employment Status of Californians with Disabilities**

The agenda for the focus groups was based on the six aforementioned subject areas. In addition, participants were given the opportunity to introduce and discuss needs that did not appear on the agenda.

### **Statewide Independent Living Needs Assessment 2003-2004**

Conducted by InfoUse, in Berkeley, CA for the SILC.

To view the full assessment, including California Disability Statistics, go to:  
<http://calsilc.org/SILCNeedsAssess.pdf>

The InfoUse study team used several methods to draw on existing information and to provide extensive opportunity for input from the community. Methods included focus groups, an Internet survey, key informant interviews, public hearings and forums. The needs assessment used county-level statistical information from the *2000 U.S. Census* and the subsequent *American Community Survey* to identify candidate locations for the focus groups, and worked with Independent Living Centers (ILC) to assure that representation reflected the diversity of the disability community.

### **Focus groups (130 participants)**

Over 85 community service organizations collaborated with ILCs to assist in reaching out to people who do not usually work with the ILCs. In the focus groups, 130 people with a range of disabilities participated, from young students to people over age 75.

### **Survey (450 respondents)**

Throughout the study period, a copy of the needs survey was posted on the Internet. Over 450 people responded to the survey during the study period. About a third of the people who filled out the survey also wrote comments—some of them very detailed—about their observations, issues, and frustrations.

### **Interviews (28 respondents)**

Key informant interviews provided an opportunity to address issues that may not have been covered in hearings, focus groups or forums. Key informants included ILC directors, state and local government employees, representatives in key positions related to disability services, non-profit agency representatives who serve people with disabilities and their families, individuals with disabilities and people in education and research institutions.



## **The Employment Status of Californians with Disabilities**

### **Hearings, Forums, and Meetings**

The SILC and the research team invited the community to hearings and forums to talk about their needs and concerns regarding independent living. Some of these meetings were targeted for specific groups: people who are blind and visually impaired, people who are deaf and hard of hearing, and people with developmental disabilities. Other meetings were cross-disability. In each meeting, people were invited to share their experiences about barriers and successes.

Some of these gatherings focused on particular topics, such as transportation, housing, developmental disabilities, and moving people out of nursing homes, while others addressed the needs of a particular disability group, such as people with visual or hearing impairments.

Data collection activities addressed the following components of independent living:

- Health care;
- Health insurance;
- Housing;
- Disability rights and disability awareness;
- Transportation;
- Emergency services;
- Assistive technology and information technology;
- Access to information and resources on community living, financial, and economic support;
- Employment;
- Isolation;
- Self-esteem; and
- The need for peers; enforcing existing regulations; reaching out; and serving new immigrant communities.

### **Partners' Activities That Support the Comprehensive Strategy**

For many years, the Governor's Committee partners have administered programs that support and provide employment opportunities for people with disabilities. As the coordinating body for implementing the Comprehensive Strategy, the Governor's Committee is working with its partners as they ensure programs operate in support of the Comprehensive Strategy<sup>15</sup>.

Partner activities were included in last year's report. See Appendix D for a listing of Governor's Committee partners and corresponding Web sites.

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<sup>15</sup> Examples of these partner programs include the following:

- **Department of Rehabilitation**

WorkAbility II/Regional Occupational Program (ROP) provides individualized employment services to assist ROP students with disabilities to obtain work experience and employment in the field of their ROP training. ROP business partners provide information and employment leads to eligible students.

WorkAbility III gives community college students the opportunity to participate in pre-vocational assessment, pre-employment skills training, on-site work experience, and competitive job placement.

WorkAbility IV provides four-year accredited university students/alumni the career development, psychological, and educational tools to ensure successful transition of consumers into the employment market.

Transition Partnership Projects—The Transition Partnership Projects serve secondary and post-secondary students with disabilities by facilitating the effective transition of the DOR's student consumers from school to meaningful employment. Statewide, there are 85 programs administered through cooperative agreements with local education agencies, Special Education Local Plan Areas, and County Offices of Education.

- **Department of Education**

WorkAbility I provides comprehensive pre-employment training, employment placement and follow-up for high school students in special education, who are making the transition from school to work, independent living and post-secondary education or training. All counties are served by the WorkAbility I program.

## **Summary of Accomplishments for 2005-2006**

### **Goals Met**

The Governor's Committee's primary goal for 2005-2006 was completing the Comprehensive Strategy and having it approved by both of the overseeing state agencies. The Governor's Committee also achieved the following goals outlined in its 2005 Annual Report:

#### **Strengthening Partnerships**

Over the past year, all Governor's Committee partners participated in building the Comprehensive Strategy. Each partner is also contributing program information and staff time to the on-going development of the *California Service Needs Evaluation*. These collaborative efforts have naturally strengthened communication among the entities and increased commitment to improving the service system that assists job seekers with disabilities and employers.

The Governor's Committee realigned its subcommittee structure to implement the goals of the Comprehensive Strategy. The new structure also contributed to the increased level of commitment from all partners, some of whom have designated additional staff resources to support the work of the subcommittees.

#### **Business Leadership**

Several stakeholder meetings were held with business leaders and human resource directors. Input for the Comprehensive Strategy gathered at these meetings was focused solely on the needs of the employer community. Business and employer needs are specifically addressed in the proposed Comprehensive Strategy.

The newly elected Chair of the Governor's Committee is a private sector business leader who is dedicated to the inclusion of people with disabilities in the workplace. He is bringing a business vision to the Governor's Committee. As part of the recent restructure, a subcommittee was established to focus solely on meeting the workforce needs of employers.

## **The Employment Status of Californians with Disabilities**

### **Leading State and Local Efforts**

The California Workforce Investment Board (State Board) is the policy-making body for the state's workforce investment system under the WIA.

A Governor's appointee to the State Board, who is also a member of the private sector business community, represents the State Board on the Governor's Committee. This arrangement is required by AB 925 and provides a mechanism for communication between the two organizations at the state level on policy issues associated with disability employment services. In addition, an ad hoc member representing the local workforce investment system sits on the Governor's Committee.

### **Engaging Education**

Representatives from the California Community Colleges Chancellor's Office and the Department of Education are participating as ad hoc members of the Governor's Committee and the subcommittees.

### **Recommendation for Program Year 2006-2007**

The Governor's Committee recommends the Governor and the Legislature support the California Comprehensive Strategy for the Employment of People with Disabilities, presented in this Annual Report as Appendix A.

The Strategy provides a strong and viable foundation for future state and local efforts to increase the employment rate of Californians with disabilities. The Governor's Committee further recommends the Governor and the Legislature promote the goals and philosophy of the Comprehensive Strategy, and actively champion the work of the Governor's Committee.

# **Appendices**



# **CALIFORNIA COMPREHENSIVE STRATEGY FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES**

*The Secretaries of the Labor and Workforce Development and the Health and Human Services Agencies announced their acceptance and approval of the California Comprehensive Strategy for the Employment of People with Disabilities in June 2006.*

## **Foreword**

AB 925 requires the California Health and Human Services Agency (HHS) and the Labor and Workforce Development Agency (LWDA), using existing resources, to create a sustainable, Comprehensive Strategy to accomplish various goals aimed at bringing more people with disabilities into employment. The increased partnering of these two agencies will bring together the majority of government programs that provide employment and support services for people seeking employment, including programs specific to people with disabilities. The Governor's Committee on Employment of People with Disabilities (Governor's Committee), that is staffed by the Employment Development Department in the LWDA has been designated in AB 925 as the hub for coordinating the design and activities of the Comprehensive Strategy.

The HHS is responsible for providing state leadership for the health, benefits, income maintenance, independent living and vocational rehabilitation services that support the capacity of people with disabilities to work. The HHS programs and services prepare and provide incentives and supports for people with disabilities to become job ready and seek employment without fear of losing needed benefits and supports. Some of these programs and services are the vocational rehabilitation system, the regional center system, the health coverage and benefits systems, welfare to work programs, mental health and alcohol and drug treatment programs. These programs and services are critical for providing the specialized services and supports that enable people with disabilities to pursue employment, and are instrumental in California's ability to achieve an employment rate for people with disabilities that is as close as possible to that of the general population.

The LWDA is responsible for providing leadership for the California workforce development system. Additionally, through the Governor's Committee, the LWDA provides leadership and resources to coordinate all aspects of the Comprehensive Strategy. Some of the programs and services the LWDA oversees are the state and local workforce investment boards, One-Stop Career Center system employment preparation and training, State Disability Insurance, Unemployment Insurance, apprenticeship programs, training programs for employers, and an employer network that includes small, medium and large businesses. Another key AB 925 partner is the business community. All employers in California will reap the benefits of a better-coordinated public and private system that assists people with disabilities to become qualified candidates and help fill employers' workforce needs.

The Comprehensive Strategy is the first coordinated state plan of its kind to move toward this integrated system of services. It is more than a work plan. It is an evolving,



flexible policy framework that establishes priorities leading to a redirection of the emphasis and resources of key state programs to better serve the employment outcomes of people with disabilities.

The Governor's Committee will use this Comprehensive Strategy to work for a seamless, cohesive delivery system across state agencies by including state and local stakeholders, employers and the disability community in the development of recommendations and activities to accomplish these goals. The Governor's Committee will link these recommendations and activities to the workforce system by advising and consulting with the State Workforce Investment Board on disability employment policy issues.

*“Never doubt that a small group of thoughtful committed citizens can change the world; indeed, that is the only thing that ever has.”*

*Margaret Mead*

## **Introduction**

California is on a path to transform its public services and supports for people with disabilities from a confusing system that includes disincentives to employment, into a coordinated system that supports an individual’s choice to seek employment at any age. This shift in public policy comes out of a desire to maximize the potential of all citizens as contributing members of society, provide people with disabilities increased options to participate in the workforce, help relieve an overburdened public assistance system, and make productive use of everyone’s talents. It is important to note that people with disabilities encompass a broad and diverse group of people of all ages including those with apparent and non-apparent mental or physical conditions.

The promise of the Workforce Inclusion Act, better known as AB 925, is to support people with disabilities in moving to a higher level of equality and integration into the mainstream of society, through paid, competitive employment. AB 925 established a statutory framework upon which better-coordinated systems could operate. It represents a formal acknowledgement by the State of California and the disability community that individuals are better off when working, as long as certain safeguards and supports are in place.

AB 925 designated the Governor’s Committee as the coordinating body for this systems-wide change, and charged the Governor’s Committee with developing the Comprehensive Strategy as a framework for carrying out the mandates of the law.

We recognize that a comprehensive employment system must assist youth and adults to enter the workforce, continue in the workforce, and maximize economic impact and benefit as members of that workforce at any age. In addition, the workforce system must address the needs and interests of all: the worker, the employer, and the community. This Comprehensive Strategy will build such a system. AB 925 was the result of the ongoing policy dialogue that state and federal policy makers have had with wide ranges of the disability community in California and the nation. Building on this rich tradition, the Comprehensive Strategy is a culmination of input from public and private meetings, conferences, discussions, debates, forums and focus groups. It contains the voice of California employers, educators, advocates, youth and adults with disabilities, service providers, family members, and government agencies. It is a roadmap for fulfilling the promise of AB 925.

## **Our Vision**

People with disabilities will be prepared to maximize their self-sufficiency by integrating into the mainstream of a California labor market that is accessible to the diversity of its workers and job seekers.

## **Our Mission**

California commits to achieving an employment rate for people with disabilities as close as possible to that of the general population by:

- Removing barriers to work; and,
- Providing needed services, supports and incentives to maximize individual economic growth and development.

## **Our Values and Philosophy**

- Universal access is the foundation for all of our efforts.
- Partnership and collaboration with all stakeholders is the key to achieving our goals.
- Equal opportunity, full participation, independent living and economic self-sufficiency are core principles for the development of a workforce system accessible for people with disabilities.
- Employment is an economic and social goal that benefits the individual, the community, and the economy.
- People with disabilities are expected and prepared to participate in economic and workforce activities.
- Public policy at all levels must promote employment incentives and decrease disincentives for both people with disabilities and employers.
- The new employment culture supports the primary relationship being between the employer and the employee with the disability or an individual's self-employment choice.
- The business community is a valued partner in providing employment opportunities for people with disabilities.
- Seamless, uninterrupted access to public and private health care enhances an ability to work.

- Services that ensure and support independent living are part of an essential infrastructure to assist people with disabilities to gain and retain successful, competitive employment.
- Regional differences, as well as cultural and language differences often require different approaches to accomplish our goals.

## **Our Major Objectives**

- Engage the business community in the development of an inclusive workforce system that supports their changing business needs and provides people with disabilities opportunities for employment and advancement in the workplace.
- Make employment preparation and supports available and accessible for people with disabilities to enable them to be successful on the job and advance in their careers.
- Develop public policy that will align public sector systems that support the employment of people with disabilities into an infrastructure that streamlines and maximizes resources.

## **The Roadmap**

This roadmap is organized into three major groupings as a way to focus the required planning efforts. All are equally important and, in many ways, connected components. We will meet the needs of business by providing a diverse workforce that has the education, skills and attitude necessary to flourish in the workplace. We will help prepare and support people with disabilities to fill a current and future gap in California's evolving workforce. We will assist the public sector in its responsibility to create the necessary infrastructure to meet the needs of business and people with disabilities who hope to enter, re-enter or advance in the workforce. To that end, the following goals were collaboratively developed with partner agencies and other interested stakeholders as the roadmap to help us realize our vision.

### **A. Meeting the Needs of Business**

- Goal A1 - Barriers are removed which employers face in hiring people with disabilities, e.g., misconceptions regarding costs and accommodations, workers compensation and discrimination claims.
- Goal A2 - The business community is equipped with the practical information and tools necessary to build their workforce inclusive of people with disabilities, e.g., employer incentives, labor market information.

## **B. Preparing and Supporting Persons with Disabilities**

- Goal B1 - Barriers are removed that people with disabilities face when seeking employment, e.g., health coverage, housing, transportation and accessibility.
- Goal B2 - Youth with disabilities have the resources and supports they need to complete their education and transition to employment that leads to economic self-sufficiency and independent living.
- Goal B3 - People with disabilities seeking self-employment options have a variety of micro-enterprise and entrepreneurial opportunities available.
- Goal B4 - Youth and adults with disabilities have the academic, literacy, and work-readiness skills that the labor market requires.
- Goal B5 - Youth and adults with disabilities are exposed to a range of experiences in order to make informed choices about work and career options.
- Goal B6 - Increased customer/consumer knowledge and choice in obtaining rehabilitation, vocational and health coverage services to help youth and adults with disabilities go to work and attain their employment goals.
- Goal B7 - Services are in place for disabled veterans to obtain and retain employment.

## **C. Aligning Systems**

- Goal C1 - Work toward a seamless, cohesive delivery system across state agencies by including state and local stakeholders, employers and the disability community in the development of policies and practices.
- Goal C2 - The State of California is a model employer for hiring people with disabilities.
- Goal C3 - The state Workforce Investment Board and local One-Stop Career Centers promote universal access in order to achieve full compliance with state and federal laws and to increase employment of people with disabilities.
- Goal C4 - Comprehensive public awareness and education campaigns are developed and promoted targeted towards decreasing stigma, eliminating attitudinal barriers and discrimination, and increasing awareness of the advantages of hiring qualified adults and youth with disabilities.
- Goal C5 - Integrated management information systems are aligned to provide consistent data to inform policy recommendations.

## **Evaluation Strategy**

An evaluation of the progress towards our stated mission will be conducted every two years and will be reported in the Annual Report. Progress on individual goals, as well as specific policy recommendations, will be reported annually. A system of reporting, tracking, and measuring outcomes will be decided upon using independent measures for each goal. When possible, and dependent upon resource availability, independent evaluators will be sought to design and conduct the evaluation.

### **CONTACT INFORMATION:**

California Governor's Committee  
On Employment Of People With Disabilities

P.O. Box 826880, MIC 21  
Sacramento, Ca 94280-0001

Voice: (916) 654-8055  
Toll Free: (800) 695-0350  
TTY: (916) 654-9820  
Fax: (916) 654-9821

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# **The Employment Status of Californians with Disabilities**

## **Appendix B**

### **BILL NUMBER: AB 925 CHAPTERED**

BILL TEXT

CHAPTER 1088  
FILED WITH SECRETARY OF STATE  
SEPTEMBER 29, 2002

APPROVED BY GOVERNOR SEPTEMBER 29, 2002  
PASSED THE SENATE AUGUST 30, 2002  
PASSED THE ASSEMBLY AUGUST 30, 2002  
AMENDED IN SENATE AUGUST 29, 2002  
AMENDED IN SENATE AUGUST 26, 2002  
AMENDED IN SENATE AUGUST 19, 2002  
AMENDED IN SENATE JUNE 29, 2002  
AMENDED IN SENATE JUNE 28, 2001  
AMENDED IN ASSEMBLY JUNE 4, 2001  
AMENDED IN ASSEMBLY APRIL 23, 2001  
AMENDED IN ASSEMBLY APRIL 3, 2001

INTRODUCED BY Assembly Member Aroner  
(Coauthors: Assembly Members Havice, Negrete McLeod, Pavley,  
and Strom-Martin)  
(Coauthors: Senators Romero and Vasconcellos)

FEBRUARY 23, 2001

An act to add Sections 12803.6, 12803.65, and 12803.7 to the Government Code, to add Division 10 (commencing with Section 18000) to the Unemployment Insurance Code, and to amend Sections 12300 and 14132.95 of, and to add Sections 14007.95 and 14132.955 to, the Welfare and Institutions Code, relating to disabilities.

### **LEGISLATIVE COUNSEL'S DIGEST**

AB 925, Aroner. Employment of persons with disabilities.  
Existing law contains various programs to assist persons with disabilities to obtain employment.  
This bill would require the California Health and Human Services Agency and the Labor and Workforce Development Agency, using existing resources, to create a sustainable, comprehensive strategy to

## **The Employment Status of Californians with Disabilities**

accomplish various goals aimed at bringing persons with disabilities into employment.

The bill would require the Governor to rename and authorize the existing California Governor's Committee on Employment of Disabled Persons, as the "California Governor's Committee on Employment of People with Disabilities," would require the committee to be established in the Labor and Workforce Development Agency, and would specify the membership and duties of the committee.

The bill would also require the committee, to the extent that funds are available, to make grants to counties and local workforce investment boards in order to develop local strategies for enhancing employment opportunities for people with disabilities, and to fund comprehensive local and regional benefits planning and outreach programs to assist persons with disabilities in removing barriers to work.

Existing law contains various programs for job training and employment investment. Among other things, provisions are made for local workforce investment boards. In addition, a State Workforce Investment Board has been established in accordance with federal law.

This bill would require each local workforce investment board to establish at least one comprehensive one-stop career center and would impose various requirements related to ensuring that those one-stop centers provide universal access to services pursuant to the federal Workforce Investment Act of 1998 for persons with disabilities.

The bill would also require that, if permitted by federal law, the California Workforce Investment Board and local workforce investment boards include persons with disabilities.

Existing law provides for the Medi-Cal program, administered by the State Department of Health Services, under which qualified low-income persons are provided with health care services.

Existing law specifies procedures under which personal care services meeting certain conditions, when provided to a categorically needy person, as defined, are a covered Medi-Cal benefit to the extent federal financial participation is available. Under existing law, these provisions become inoperative on July 1, 2002, and as of January 1, 2003, are repealed.

This bill would require these personal care services to include services in the recipient's place of employment, under specified conditions. By expanding the scope of personal care services, the bill would create a state-mandated local program. The bill would also delete the inoperative and repeal dates described above, thereby



## **The Employment Status of Californians with Disabilities**

making these Medi-Cal benefit coverage provisions operative on and after January 1, 2003.

The California Constitution requires the state to reimburse local agencies and school districts for certain costs mandated by the state. Statutory provisions establish procedures for making that reimbursement, including the creation of a State Mandates Claims Fund to pay the costs of mandates that do not exceed \$1,000,000 statewide and other procedures for claims whose statewide costs exceed \$1,000,000.

This bill would provide that, if the Commission on State Mandates determines that the bill contains costs mandated by the state, reimbursement for those costs shall be made pursuant to these statutory provisions.

THE PEOPLE OF THE STATE OF CALIFORNIA DO ENACT AS FOLLOWS:

SECTION 1. The Legislature finds and declares all of the following:

(a) Historically, federal programs for adults with disabilities have encouraged dependency on income supports and have created barriers to employment and economic self-sufficiency. Even in strong economic times, adults with disabilities have had limited options and faced major barriers to achieve economic self-sufficiency, resulting in prolonged reliance upon public assistance programs and an unacceptably high unemployment rates statewide.

(b) Federal laws enacted during the 1990's offered significant public policies and fiscal incentives designed to assist states to restructure workforce development programs into integrated workforce investment systems that will respond to the employment, training, and education needs of its citizens.

(c) Since 1998, employment-focused reforms for adults with disabilities in the workforce have been enacted into Medicare, medicaid, the Supplemental Security Income Program (SSI), the Social Security Disability Insurance Program (SSDI), and with respect to programs administered by the United States Department of Labor, and the United States Department of Education.

(d) The federal Workforce Investment Act of 1998 (WIA), (Public Law 105-220) redesigned major federal public employment programs, and included a requirement that services for employers and employees be centered in accessible, community-based one-stop centers.

## **The Employment Status of Californians with Disabilities**

(e) The federal Ticket to Work and Work Incentives Improvement Act of 1999, (Public Law 106-170) increased opportunities for states to remove and minimize barriers to employment for people with disabilities by improving access to health care coverage available under Medicare and medicaid.

(f) Beginning February 1, 2002, the Social Security Ticket to Work program (TTW) began a state-by-state phase in period nationally, allowing SSI and SSDI beneficiaries to receive a "ticket" from the Social Security Administration that can be assigned for employment services to a wider pool of rehabilitation, employment, or other employment support service providers. The Ticket to Work program (TTW) is scheduled for implementation in California in July 2003.

(g) The programs and consumer options provided under Public Law 106-170 are based upon public policies that respect the rights of consumers to control decisions related to health care, rehabilitation, and employment within the framework of independent living principles and guidelines that include, but are not limited to, providing consumers of these services with an array of choices to promote independence and financial stability.

(h) California took a significant step forward in removing barriers to work for Californians with disabilities when it enacted Chapter 820 of the Statutes of 1999 (Assembly Bill 155, introduced by Assembly Member Migden, which has been referred to as the "250% California Working Disabled Program" or "CWD") under which any employed individual who is disabled and whose countable income, as determined pursuant to Section 14007.9 of the Welfare and Institutions Code, does not exceed 250 percent of the federal poverty level shall be eligible for Medi-Cal benefits, subject to the payment of sliding-scale premiums set by the State Department of Health Services. Two years after its implementation, CWD program enrollment is just above 500, which is significantly below budgeted projections.

(i) California received a "Medicaid Infrastructure Grant" (MIG) that is expected to continue for a second year, and that allows the State Department of Health Services to administer the California Health Incentive Improvement Project with the assistance of a project steering committee in order to bolster the state's efforts to conduct outreach, research, and analysis related to the implementation of Chapter 820 of the Statutes of 1999.

(j) California will have the opportunity to coordinate its activities with privately funded initiatives to identify potential cost savings that could be achieved if California adopted additional policies available to the state through the federal Balanced Budget Act of 1997 and the Ticket to Work and Work Incentives Improvement

## **The Employment Status of Californians with Disabilities**

Act, including, but not limited to, raising the income standard, changing rules related to disregarding or exempting resources, providing adjustments to the amount of premiums paid on a sliding scale, including adjustments based on the amount paid for other health insurance, and providing an allowance for coverage for up to 18 months in the case of loss of employment.

(k) The California Governor's Committee on Employment of Disabled Persons, through its staff and volunteers, promotes in the private and public sectors understanding and information on employment supports and benefits for people with disabilities who transition from benefits as the sole source of income to gainful employment.

SEC. 2. Section 12803.6 is added to the Government Code, to read:

12803.6. (a) The Governor shall authorize the secretary of the Labor and Workforce Development Agency, in collaboration with the secretary of the California Health and Human Services Agency, to make available the expertise of state employees and programs to support the employment-related needs of individuals with disabilities. Using existing resources, the agencies shall develop a sustainable, comprehensive strategy to do all of the following:

(1) Bring adults with disabilities into gainful employment at a rate that is as close as possible to that of the general adult population.

(2) Support the goals of equality of opportunity, full participation, independent living, and economic self-sufficiency for these individuals.

(3) Ensure that state government is a model employer of individuals with disabilities.

(4) Support state coordination with, and participation in, benefits planning training and information dissemination projects supported by private foundations and federal grants.

(b) (1) The Labor and Workforce Development Agency shall monitor and enforce implementation of Section 188 of the federal Workforce Investment Act of 1998 (29 U.S.C. Sec. 2938), and shall require local workforce investment boards to report as follows:

(A) By July 1, 2003, each local workforce investment board shall report to the Labor and Workforce Development Agency or its designated department on the steps it has taken to ensure compliance with Section 188 of the federal Workforce Investment Act of 1998 (29 U.S.C. Sec. 2938), in regard to the provisions as they apply to persons with disabilities.

(B) By October 31, 2003, each local workforce investment board that chooses to participate in the federal Ticket to Work and

## **The Employment Status of Californians with Disabilities**

Self-Sufficiency program shall report to the California Workforce Investment Board on its readiness to meet the eligibility standards to serve as an employment network under the federal Ticket to Work and Self-Sufficiency program (Section 1148(f), Part A, Title XI of the Social Security Act, 42 U.S.C. Section 1320b-19).

(2) The Labor and Workforce Development Agency shall report its findings, based on the reports described in subparagraph (A) of paragraph (1), to the Governor and the Legislature.

SEC. 3. Section 12803.65 is added to the Government Code, to read:

12803.65. (a) The Governor shall rename and establish, in the Labor and Workforce Development Agency, the existing California Governor's Committee on Employment of Disabled Persons as the "California Governor's Committee on Employment of People with Disabilities" or "CGCEPD."

(b) (1) The California Governor's Committee on Employment of People with Disabilities shall include, but not be limited to, the following:

(A) Four individuals with disabilities representing disabled persons, two appointed by the Governor and one each appointed by the Senate Committee on Rules and the Speaker of the Assembly, each for a three-year term.

(B) The Directors of the Employment Development Department, State Department of Health Services, State Department of Mental Health, State Department of Developmental Services, State Department of Social Services, and Department of Rehabilitation, and the Chair of the State Independent Living Council.

(C) Representatives from the State Department of Health Services' California Health Incentive Improvement Project.

(D) A representative from the California Workforce Investment Board.

(E) Representatives from any other department or program that may have a role in increasing the capacity of state programs to support the employment-related needs of individuals with disabilities.

(F) A representative from a local one-stop or local workforce investment board, to be appointed by the Governor.

(G) A business representative with experience in employing persons with disabilities, to be appointed by the Governor.

(2) The members of the California Governor's Committee on Employment of People with Disabilities shall select a chair from among the members, and shall hold open meetings no less than quarterly.

(c) The California Governor's Committee on Employment of People with Disabilities shall consult with and advise the Labor and Workforce Development Agency and the California Health and Human

## **The Employment Status of Californians with Disabilities**

Services Agency on all issues related to full inclusion in the workforce of persons with disabilities, including development of the comprehensive strategy required pursuant to Section 12803.6 and implementation of the grant program established pursuant to Section 12803.7.

(d) The California Governor's Committee on Employment of People with Disabilities shall also:

(1) Coordinate and provide leadership, as necessary, with regard to efforts to increase inclusion in the workforce of persons with disabilities.

(2) Report annually to the Legislature and the Governor on the employment status of Californians with disabilities.

(e) The California Governor's Committee on Employment of People with Disabilities shall provide support to the State Workforce Investment Board and the local one-stop centers in their efforts to achieve full compliance with Sections 18002, 18004, 18006, and 18008 of the Unemployment Insurance Code, and shall identify the extent to which any one-stops are not in full compliance with those sections and the reasons for the lack of compliance, including the need for additional resources.

(f) The California Governor's Committee on Employment of People with Disabilities shall meet quarterly with the California Health Incentive Improvement Project, administered by the State Department of Health Services, and the project's steering committee, to the extent funding for the project continues and the activities of the California Governor's Committee on Employment of People with Disabilities are not inconsistent with the charge of the California Health Incentive Improvement Project.

(g) Using existing funding, the California Governor's Committee on Employment of People with Disabilities shall facilitate, promote, and coordinate collaborative dissemination of information on employment supports and benefits, which shall include the Ticket to Work program and health benefits, to individuals with disabilities, consumers of public services, employers, service providers, and state and local agency staff.

(h) Using existing funding, the California Governor's Committee on Employment of People with Disabilities shall receive primary administrative and staff support from the State Employment Development Department.

SEC. 4. Section 12803.7 is added to the Government Code, to read:

12803.7. The California Governor's Committee on Employment of People with Disabilities, in conjunction with the Department of Rehabilitation, pursuant to Section 12803.65 and to the extent that funds are available, shall make grants available to counties and local workforce investment boards, through collaborative efforts of

## **The Employment Status of Californians with Disabilities**

public agencies and private organizations, including organizations that serve people with disabilities, to accomplish both of the following purposes:

(a) To develop local strategies, including, but not limited to, regular cross-agency staff training, for enhancing employment opportunities for individuals with disabilities.

(b) To fund comprehensive local or regional benefits planning and outreach programs to assist individuals with disabilities in removing barriers to work.

SEC. 5. Division 10 (commencing with Section 18000) is added to the Unemployment Insurance Code, to read:

### **DIVISION 10. EMPLOYMENT ASSISTANCE FOR WORKERS WITH DISABILITIES**

18000. (a) It is the purpose of this division to ensure that workforce preparation services provided through California's one-stop centers, including information and services provided electronically, are accessible to employers and jobseekers with disabilities.

(b) It is further the intent of the Legislature that one-stop centers provide appropriate services to individuals with disabilities to enhance their employability.

(c) It is further the intent of the Legislature that, in order to achieve the goals specified in subdivisions (a) and (b), local workforce investment boards plan for and report on services to jobseekers and employers with disabilities, including the implementation of the federal Ticket to Work program for those local workforce investment boards and one-stop centers that choose to implement the Ticket to Work program in their local workforce investment areas.

18002. Each local workforce investment board shall establish at least one comprehensive one-stop career center in each local workforce investment area. These one-stop centers shall ensure access to services pursuant to Section 134(d) of the federal Workforce Investment Act of 1998 (29 U.S.C. Sec. 2864(d)), including services for persons with disabilities, including, but not limited to, all of the following:

(a) Outreach, intake, and orientation.

(b) Initial assessments of skills, aptitudes, abilities, and need for support services.

(c) Program eligibility determinations.

(d) Information on the local, regional, and national labor market.

(e) Information on filing for unemployment insurance.

(f) Access to intensive services as needed, including, but not limited to, comprehensive and specialized assessments of skill levels and service needs, development of individual employment plans, group counseling, individual counseling and career planning, case

## **The Employment Status of Californians with Disabilities**

management for participants seeking training services under subdivision (g), and short-term prevocational services, such as learning, communication, interview, and other job seeking and work related skills to help prepare individuals for unsubsidized employment and training.

(g) Training services, including, but not limited to, occupational skills training, on-the-job training, workplace training and cooperative education programs, private sector training programs, skills upgrade and retraining, entrepreneurial training, job readiness training, adult education, and literacy activities combined with training, and customized training.

18004. The local workforce investment boards shall schedule and conduct regular performance reviews of their one-stop centers to determine whether the centers and providers are providing effective and meaningful opportunities for persons with disabilities to participate in the programs and activities of the centers and providers.

18006. One-stop center counselor staff shall provide accurate information to beneficiaries of Supplemental Security Income and the State Supplemental Program and Social Security Disability Insurance on the implications of work for these individuals. The information shall include, but not be limited to, referrals to appropriate benefits' planners. One-stop center counselor staff shall also provide accurate information to individuals with disabilities on how they may gain access to Medi-Cal benefits pursuant to Section 14007.9 of the Welfare and Institutions Code.

18008. In order to ensure that one-stop career centers operated by local workforce investment boards meet the needs of workers and employers with disabilities, the Governor shall ensure that evaluations conducted pursuant to Sections 134 (a)(2)(B)(ii) and (v) of the federal Workforce Investment Act of 1998 (29 U.S.C. Sec. 2864 (a)(2)(B)(ii) and (v)), address how local one-stop centers provide all of the following:

(a) Full access to workforce development services for their disabled community.

(b) Assistive technology to ensure access to services.

(c) Staff training on assessment and service strategies for jobseekers and employers with disabilities.

(d) Representation of the disability community in program planning and service delivery.

(e) The development of regional employment networks to participate in the federal Ticket to Work program and the role of the local board and one-stop centers in the Ticket to Work program.

## **The Employment Status of Californians with Disabilities**

18010. The California Workforce Investment Board shall report to the Governor and the Legislature by September 30, 2004, on the status of one-stop services to individuals with disabilities and implementation of the federal Ticket to Work program in California.

18012. If permitted by federal law, the California Workforce Investment Board and local workforce investment boards shall include persons with disabilities or their representatives, with a particular effort to include such persons who are not employees of state or local government.

SEC. 6. Section 12300 of the Welfare and Institutions Code is amended to read:

12300. (a) The purpose of this article is to provide in every county in a manner consistent with this chapter and the annual Budget Act those supportive services identified in this section to aged, blind, or disabled persons, as defined under this chapter, who are unable to perform the services themselves and who cannot safely remain in their homes or abodes of their own choosing unless these services are provided.

(b) Supportive services shall include domestic services and services related to domestic services, heavy cleaning, personal care services, accompaniment by a provider when needed during necessary travel to health-related appointments or to alternative resource sites, yard hazard abatement, protective supervision, teaching and demonstration directed at reducing the need for other supportive services, and paramedical services which make it possible for the recipient to establish and maintain an independent living arrangement.

(c) Personal care services shall mean all of the following:

- (1) Assistance with ambulation.
- (2) Bathing, oral hygiene, and grooming.
- (3) Dressing.
- (4) Care and assistance with prosthetic devices.
- (5) Bowel, bladder, and menstrual care.
- (6) Repositioning, skin care, range of motion exercises, and transfers.

(7) Feeding and assurance of adequate fluid intake.

(8) Respiration.

(9) Assistance with self-administration of medications.

(d) Personal care services are available if these services are provided in the beneficiary's home and other locations as may be authorized by the director. Among the locations that may be authorized by the director under this paragraph is the recipient's place of employment if all of the following conditions are met:

(1) The personal care services are limited to those that are currently authorized for a recipient in the recipient's home and



## **The Employment Status of Californians with Disabilities**

those services are to be utilized by the recipient at the recipient's place of employment to enable the recipient to obtain, retain, or return to work. Authorized services utilized by the recipient at the recipient's place of employment shall be services that are relevant and necessary in supporting and maintaining employment. However, workplace services shall not be used to supplant any reasonable accommodations required of an employer by the Americans with Disabilities Act (42 U.S.C. Sec. 12101 et seq.; ADA) or other legal entitlements or third-party obligations.

(2) The provision of personal care services at the recipient's place of employment shall be authorized only to the extent that the total hours utilized at the workplace are within the total personal care services hours authorized for the recipient in the home. Additional personal care services hours may not be authorized in connection with a recipient's employment.

(e) Where supportive services are provided by a person having the legal duty pursuant to the Family Code to provide for the care of his or her child who is the recipient, the provider of supportive services shall receive remuneration for the services only when the provider leaves full-time employment or is prevented from obtaining full-time employment because no other suitable provider is available and where the inability of the provider to provide supportive services may result in inappropriate placement or inadequate care.

These providers shall be paid only for the following:

- (1) Services related to domestic services.
- (2) Personal care services.
- (3) Accompaniment by a provider when needed during necessary travel to health-related appointments or to alternative resource sites.
- (4) Protective supervision only as needed because of the functional limitations of the child.
- (5) Paramedical services.

(f) To encourage maximum voluntary services, so as to reduce governmental costs, respite care shall also be provided. Respite care is temporary or periodic service for eligible recipients to relieve persons who are providing care without compensation.

(g) A person who is eligible to receive a personal care service or an ancillary service provided pursuant to Section 14132.95 shall not be eligible to receive that same service pursuant to this article.

(h) (1) All services provided pursuant to this article shall be equal in amount, scope, and duration to the same services provided pursuant to Section 14132.95, including any adjustments that may be made to those services pursuant to subdivision (e) of Section 14132.95.

## **The Employment Status of Californians with Disabilities**

(2) Notwithstanding any other provision of this article, the rate of reimbursement for in-home supportive services provided through any mode of service shall not exceed the rate of reimbursement established under subdivision (j) of Section 14132.95 for the same mode of service unless otherwise provided in the annual Budget Act.

(3) Any recipient receiving services under both Section 14132.95 and this article shall receive no more than 283 hours of service per month, combined, and any recipient of services under this article shall receive no more than the applicable maximum specified in Section 12303.4.

SEC. 7. Section 14007.95 is added to the Welfare and Institutions Code, to read:

14007.95. The department shall report to the Governor and the Legislature any information the department gathers from the California Health Improvement Project, or from any other public or private sources, that may explain the low participation rates in the optional program provided pursuant to Section 14007.9 and any recommendations from the department on actions the state may take to increase participation by eligible persons in a manner that is cost effective for the state and beneficial for the participants.

SEC. 8. Section 14132.95 of the Welfare and Institutions Code is amended to read:

SEC. 8. Section 14132.95 of the Welfare and Institutions Code is amended to read:

14132.95. (a) Personal care services, when provided to a categorically needy person as defined in Section 14050.1 is a covered benefit to the extent federal financial participation is available if these services are:

(1) Provided in the beneficiary's home and other locations as may be authorized by the director subject to federal approval.

(2) Authorized by county social services staff in accordance with a plan of treatment.

(3) Provided by a qualified person.

(4) Provided to a beneficiary who has a chronic, disabling condition that causes functional impairment that is expected to last at least 12 consecutive months or that is expected to result in death within 12 months and who is unable to remain safely at home without the services described in this section.

(b) The department shall seek federal approval of a state plan amendment necessary to include personal care as a medicaid service pursuant to subdivision (f) of Section 440.170 of Title 42 of the Code of Federal Regulations. For any persons who meet the criteria specified in subdivision (a) or (p), but for whom federal financial participation is not available, eligibility shall be available pursuant to Article 7 (commencing with Section 12300) of Chapter 3,

## **The Employment Status of Californians with Disabilities**

if otherwise eligible.

(c) Subdivision (a) shall not be implemented unless the department has obtained federal approval of the state plan amendment described in subdivision (b), and the Department of Finance has determined, and has informed the department in writing, that the implementation of this section will not result in additional costs to the state relative to state appropriation for in-home supportive services under Article 7 (commencing with Section 12300) of Chapter 3, in the 1992-93 fiscal year.

(d) (1) For purposes of this section, personal care services shall mean all of the following:

- (A) Assistance with ambulation.
- (B) Bathing, oral hygiene and grooming.
- (C) Dressing.
- (D) Care and assistance with prosthetic devices.
- (E) Bowel, bladder, and menstrual care.
- (F) Skin care.
- (G) Repositioning, range of motion exercises, and transfers.
- (H) Feeding and assurance of adequate fluid intake.
- (I) Respiration.
- (J) Paramedical services.
- (K) Assistance with self-administration of medications.

(2) Ancillary services including meal preparation and cleanup, routine laundry, shopping for food and other necessities, and domestic services may also be provided as long as these ancillary services are subordinate to personal care services. Ancillary services may not be provided separately from the basic personal care services.

(e) (1) (A) After consulting with the State Department of Social Services, the department shall adopt emergency regulations to establish the amount, scope, and duration of personal care services available to persons described in subdivision (a) in the fiscal year whenever the department determines that General Fund expenditures for personal care services provided under this section and expenditures of both General Fund moneys and federal funds received under Title XX of the federal Social Security Act for services pursuant to Article 7 (commencing with Section 12300) of

Chapter 3, are expected to exceed the General Fund appropriation and the federal appropriation under Title XX of the federal Social Security Act provided for the 1992-93 fiscal year pursuant to Article 7 (commencing with Section 12300) of Chapter 3, as it read on June 30, 1992, as adjusted for caseload growth or as increased in the Budget Act or appropriated by statute. At least 30 days prior to filing these regulations with the Secretary of State, the department shall give notice of the expected content of these

## **The Employment Status of Californians with Disabilities**

regulations to the fiscal committees of both houses of the Legislature.

(B) In establishing the amount, scope, and duration of personal care services, the department shall ensure that General Fund expenditures for personal care services provided for under this section and expenditures of both General Fund moneys and federal funds received under Title XX of the federal Social Security Act for services pursuant to Article 7 (commencing with Section 12300) of Chapter 3, do not exceed the General Fund appropriation and the federal appropriation under Title XX of the federal Social Security Act provided for the 1992-93 fiscal year pursuant to Article 7 (commencing with Section 12300) of Chapter 3, as it read on June 30, 1992, as adjusted for caseload growth or as increased in the Budget Act or appropriated by statute.

(C) For purposes of this subdivision, "caseload growth" means an adjustment factor determined by the department based on (1) growth in the number of persons eligible for benefits under Chapter 3 (commencing with Section 12000) on the basis of their disability, (2) the average increase in the number of hours in the program established pursuant to Article 7 (commencing with Section 12300) of Chapter 3 in the 1988-89 to 1992-93 fiscal years, inclusive, due to the level of impairment, and (3) any increase in program costs that is required by an increase in the mandatory minimum wage.

(2) In establishing the amount, scope, and duration of personal care services pursuant to this subdivision, the department may define and take into account, among other things:

(A) The extent to which the particular personal care services are essential or nonessential.

(B) Standards establishing the medical necessity of the services to be provided.

(C) Utilization controls.

(D) A minimum number of hours of personal care services that must first be assessed as needed as a condition of receiving personal care services pursuant to this section.

The level of personal care services shall be established so as to avoid, to the extent feasible within budgetary constraints, medical out-of-home placements.

(3) To the extent that General Fund expenditures for services provided under this section and expenditures of both General Fund moneys and federal funds received under Title XX of the federal Social Security Act for services pursuant to Article 7 (commencing with Section 12300) of Chapter 3 in the 1992-93 fiscal year, adjusted for caseload growth, exceed General Fund expenditures for services provided under this section and expenditures of both General Fund moneys and federal funds received under Title XX of the federal

## **The Employment Status of Californians with Disabilities**

Social Security Act for services pursuant to Article 7 (commencing with Section 12300) of Chapter 3 in any fiscal year, the excess of these funds shall be expended for any purpose as directed in the Budget Act or as otherwise statutorily disbursed by the Legislature.

(f) Services pursuant to this section shall be rendered, under the administrative direction of the State Department of Social Services, in the manner authorized in Article 7 (commencing with Section 12300) of Chapter 3, for the In-Home Supportive Services program. A provider of personal care services shall be qualified to provide the service and shall be a person other than a member of the family. For purposes of this section, a family member means a parent of a minor child or a spouse.

(g) A beneficiary who is eligible for assistance under this section shall receive services that do not exceed 283 hours per month of personal care services.

(h) Personal care services shall not be provided to residents of facilities licensed by the department, and shall not be provided to residents of a community care facility or a residential care facility for the elderly licensed by the Community Care Licensing Division of the State Department of Social Services.

(i) Subject to any limitations that may be imposed pursuant to subdivision (e), determination of need and authorization for services shall be performed in accordance with Article 7 (commencing with Section 12300) of Chapter 3.

(j) (1) To the extent permitted by federal law, reimbursement rates for personal care services shall be equal to the rates in each county for the same mode of services in the In-Home Supportive Services program pursuant to Article 7 (commencing with Section 12300) of Chapter 3, plus any increase provided in the annual Budget Act for personal care services rates or included in a county budget pursuant to paragraph (2).

(2) (A) The department shall establish a provider reimbursement rate methodology to determine payment rates for the individual provider mode of service that does all of the following:

(i) Is consistent with the functions and duties of entities created pursuant to Section 12301.6.

(ii) Makes any additional expenditure of state general funds subject to appropriation in the annual Budget Act.

(iii) Permits county-only funds to draw down federal financial participation consistent with federal law.

(B) This ratesetting method shall be in effect in time for any rate increases to be included in the annual Budget Act.

(C) The department may, in establishing the ratesetting method required by subparagraph (A), do both of the following:

(i) Deem the market rate for like work in each county, as

## **The Employment Status of Californians with Disabilities**

determined by the Employment Development Department, to be the cap for increases in payment rates for individual practitioner services.

(ii) Provide for consideration of county input concerning the rate necessary to ensure access to services in that county.

(D) If an increase in individual practitioner rates is included in the annual Budget Act, the state-county sharing ratio shall be as established in Section 12306. If the annual Budget Act does not include an increase in individual practitioner rates, a county may use county-only funds to meet federal financial participation requirements consistent with federal law.

(3) (A) By November 1, 1993, the department shall submit a state plan amendment to the federal Health Care Financing Administration to implement this subdivision. To the extent that any element or requirement of this subdivision is not approved, the department shall submit a request to the federal Health Care Financing Administration for any waivers as would be necessary to implement this subdivision.

(B) The provider reimbursement ratesetting methodology authorized by the amendments to this subdivision in the 1993-94 Regular Session of the Legislature shall not be operative until all necessary federal approvals have been obtained.

(k) (1) The State Department of Social Services shall, by September 1, 1993, notify the following persons that they are eligible to participate in the personal care services program:

(A) Persons eligible for services pursuant to the Pickle Amendment, as adopted October 28, 1976.

(B) Persons eligible for services pursuant to subsection (c) of Section 1383c of Title 42 of the United States Code.

(2) The State Department of Social Services shall, by September 1, 1993, notify persons to whom paragraph (1) applies and who receive advance payment for in-home supportive services that they will qualify for services under this section without a share of cost if they elect to accept payment for services on an arrears rather than an advance payment basis.

(l) An individual who is eligible for services subject to the maximum amount specified in subdivision (b) of Section 12303.4 shall be given the option of hiring his or her own provider.

(m) The county welfare department shall inform in writing any individual who is potentially eligible for services under this section of his or her right to the services.

(n) It is the intent of the Legislature that this entire section be an inseparable whole and that no part of it be severable. If any portion of this section is found to be invalid, as determined by a final judgment of a court of competent jurisdiction, this section shall become inoperative.

(o) Paragraphs (2) and (3) of subdivision (a) shall be implemented

## **The Employment Status of Californians with Disabilities**

so as to conform to federal law authorizing their implementation.

(p) (1) Personal care services shall be provided as a covered benefit to a medically needy aged, blind, or disabled person, as defined in subdivision (a) of Section 14051, to the same extent and under the same requirements as they are provided under subdivision (a) of this section to a categorically needy, aged, blind, or disabled person, as defined in subdivision (a) of Section 14050.1, and to the extent that federal financial participation is available.

(2) The department shall seek federal approval of a state plan amendment necessary to include personal care services described in paragraph (1) as a medicaid service pursuant to subdivision (f) of Section 440.170 of Title 42 of the Code of Federal Regulations.

(3) In the event that the Department of Finance determines that expenditures of both General Fund moneys for personal care services provided under this subdivision to medically needy aged, blind, or disabled persons together with expenditures of both General Fund moneys and federal funds received under Title XX of the federal Social Security Act for all aged, blind, and disabled persons receiving in-home supportive services pursuant to Article 7 (commencing with Section 12300) of Chapter 3, in the 2000-01 fiscal year or in any subsequent fiscal year, are expected to exceed the General Fund appropriation and the federal appropriation received under Title XX of the federal Social Security Act for expenditures for all aged, blind, and disabled persons receiving in-home supportive services provided in the 1999-2000 fiscal year pursuant to Article 7 (commencing with Section 12300) of Chapter 3, as it read on June 30, 1998, as adjusted for caseload growth or as changed in the Budget Act or by statute or regulation, then this subdivision shall cease to be operative on the first day of the month that begins after the expiration of a period of 30 days subsequent to a notification in writing by the Director of the Department of Finance to the chairperson of the committee in each house that considers appropriations, the chairpersons of the committees and the appropriate subcommittees in each house that consider the State Budget, and the Chairperson of the Joint Legislative Budget Committee.

(4) Solely for purposes of paragraph (3), caseload growth means an adjustment factor determined by the department based on:

(A) Growth in the number of persons eligible for benefits under Chapter 3 (commencing with Section 12000) on the basis of their disability.

(B) The average increase in the number of hours in the program established pursuant to Article 7 (commencing with Section 12300) of Chapter 3 in the 1994-95 to 1998-99 fiscal years, inclusive, due to the level of impairment.

## **The Employment Status of Californians with Disabilities**

(C) Any increase in program cost that is required by an increase in hourly costs pursuant to the Budget Act or statute.

(5) In the event of a final judicial determination by any court of appellate jurisdiction or a final determination by the Administrator of the federal Centers for Medicare and Medicaid Services that personal care services must be provided to any medically needy person who is not aged, blind, or disabled, then this subdivision shall cease to be operative on the first day of the first month that begins after the expiration of a period of 30 days subsequent to a notification in writing by the Director of Finance to the chairperson of the committee in each house that considers appropriations, the chairpersons of the committees and the appropriate subcommittees in each house that consider the State Budget, and the Chairperson of the Joint Legislative Budget Committee.

(6) If this subdivision ceases to be operative, all aged, blind, and disabled persons who would have received or been eligible to receive in-home supportive services pursuant to Article 7 (commencing with Section 12300) of Chapter 3, but for receiving services under this subdivision, shall be eligible immediately upon this section becoming inoperative for services pursuant to Article 7 (commencing with Section 12300) of Chapter 3.

(7) The department shall implement this subdivision on April 1, 1999, but only if the department has obtained federal approval of the state plan amendments described in paragraph (2) of this subdivision.

SEC. 9. Section 14132.955 is added to the Welfare and Institutions Code, to read:

14132.955. Personal care services that are provided pursuant to Section 14132.95 shall include services in the recipient's place of employment if both of the following conditions are met:

(a) The personal care services are limited to those that are currently authorized for the recipient in the recipient's home and those services are to be utilized by the recipient at the recipient's place of employment to enable the recipient to obtain, retain, or return to, work. Authorized services utilized by the recipient at the recipient's place of employment shall be services that are relevant and necessary in supporting and maintaining employment. However, work place services shall not be used to supplant any reasonable accommodations required of an employer by the Americans with Disabilities Act (42 U.S.C. Sec. 12101 et seq.) or other legal entitlements or third-party obligations.

(b) The provision of personal care services at the recipient's place of employment shall be authorized only to the extent that the total hours utilized at the work place are within the total personal care services hours authorized for the recipient in the home.



## **The Employment Status of Californians with Disabilities**

Additional personal care services hours may not be authorized in connection with a recipient's employment.

SEC. 10. Notwithstanding Section 17610 of the Government Code, if the Commission on State Mandates determines that this act contains costs mandated by the state, reimbursement to local agencies and school districts for those costs shall be made pursuant to Part 7 (commencing with Section 17500) of Division 4 of Title 2 of the Government Code. If the statewide cost of the claim for reimbursement does not exceed one million dollars (\$1,000,000), reimbursement shall be made from the State Mandates Claims Fund.

## **Appendix C**

### **Cited Legislative Definitions for Disability**

By federal law, a person with a disability is any person who: 1) has a physical or mental impairment; 2) has a record of such impairment; or 3) is regarded as having such an impairment which substantially limits one or more major life activities such as self-care, walking, seeing, hearing, speaking, breathing, or learning.

Title I of the [Americans with Disabilities Act of 1990](#) prohibits private employers, state and local governments, employment agencies, and labor unions from discriminating against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, job training, and other terms, conditions, and privileges of employment. The ADA covers employers with 15 or more employees, including state and local governments. It also applies to employment agencies and to labor organizations. The ADA's nondiscrimination standards also apply to federal sector employees under section 501 of the Rehabilitation Act, as amended, and its implementing rules.

An individual with a disability is a person who:

- Has a physical or mental impairment that substantially limits one or more major life activities;
- Has a record of such an impairment; or
- Is regarded as having such an impairment.

A qualified employee or applicant with a disability is an individual who, with or without reasonable accommodation, can perform the essential functions of the job in question. Reasonable accommodation may include, but is not limited to:

- Making existing facilities used by employees readily accessible to and usable by persons with disabilities.
- Job restructuring, modifying work schedules, reassignment to a vacant position;
- Acquiring or modifying equipment or devices, adjusting or modifying examinations, training materials, or policies, and providing qualified readers or interpreters.

An employer is required to make a reasonable accommodation to the known disability of a qualified applicant or employee if it would not impose an "undue hardship" on the operation of the employer's business. Undue hardship is defined as an action requiring significant difficulty or expense when considered in light of factors such as an

## **The Employment Status of Californians with Disabilities**

employer's size, financial resources, and the nature and structure of its operation. An employer is not required to lower quality or production standards to make an accommodation; nor is an employer obligated to provide personal use items such as glasses or hearing aids.<sup>16</sup>

### **Rehabilitation Act of 1973, As Amended through 1998, Section 504**

Sec. 504.(a) No otherwise qualified individual with a disability in the United States, as defined in section 7(20), shall, solely by reason of her or his disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance or under any program or activity conducted by any Executive agency or by the United States Postal Service. The head of each such agency shall promulgate such regulations as may be necessary to carry out the amendments to this section made by the Rehabilitation, Comprehensive Services, and Developmental Disabilities Act of 1978. Copies of any proposed regulation shall be submitted to appropriate authorizing committees of Congress, and such regulations may take effect no earlier than the thirtieth day after the date on which such regulation is so submitted to such committees.

(b) For the purposes of this section, the term "program or activity" means all of the operations of -

(1)(A) a department, agency, special purpose district, or other instrumentality of a State or of a local government; or

(B) the entity of such a State or local government that distributes such assistance and each such department or agency (and each other State or local government entity) to which the assistance is extended, in the case of assistance to a State or local government;

(2)(A) a college, university, or other postsecondary institution, or a public system of higher education; or

(B) a local educational agency (as defined in section 14101 of the Elementary and Secondary Education Act of 1965), system of vocational education, or other school system;

(3)(A) an entire corporation, partnership, or other private organization, or an entire sole proprietorship -

(i) if assistance is extended to such corporation, partnership, private organization, or sole proprietorship as a whole; or

(ii) which is principally engaged in the business of providing education, health care, housing, social services, or parks and recreation; or

<sup>16</sup> <http://www.eeoc.gov/types/ada.html>; <http://www.eeoc.gov/policy/ada.html>; ADA Section 201(28), 42 U.S.C Section 12131(2) (1994).

## **The Employment Status of Californians with Disabilities**

(B) the entire plant or other comparable, geographically separate facility to which Federal financial assistance is extended, in the case of any corporation, partnership, private organization, or sole proprietorship; or

(4) any other entity which is established by two or more of the entities described in paragraph (1), (2), or (3); any part of which is extended Federal financial assistance.

(c) Small providers are not required by subsection (a) to make significant structural alterations to their existing facilities for the purpose of assuring program accessibility, if alternative means of providing the services are available. The terms used in this subsection shall be construed with reference to the regulations existing on the date of the enactment of this subsection.

(d) The standards used to determine whether this section has been violated in a complaint alleging employment discrimination under this section shall be the standards applied under title I of the Americans with Disabilities Act of 1990 (42 U.S.C. 12111 et seq.) and the provisions of sections 501 through 504, and 510, of the Americans with Disabilities Act of 1990 (42 U.S.C. 12201-12204 and 12210), as such sections relate to employment.

<i>Fair Employment and Housing Act, Government Code, Title 2, Division 3, Part 2.8</i>
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(a) The opportunity to seek, obtain and hold employment without discrimination because of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, age, or sexual orientation is hereby recognized as and declared to be a civil right.

(h) "Medical condition" means either of the following:

(1) Any health impairment related to or associated with a diagnosis of cancer or a record or history of cancer.

(2) Genetic characteristics. For purposes of this section, "genetic characteristics" means either of the following:

A) Any scientifically or medically identifiable gene or chromosome, or combination or alteration thereof, that is known to be a cause of a disease or disorder in a person or his or her offspring, or that is determined to be associated with a statistically increased risk of development of a disease or disorder, and that is presently not associated with any symptoms of any disease or disorder.

## **The Employment Status of Californians with Disabilities**

- (B) Inherited characteristics that may derive from the individual or family member, that are known to be a cause of a disease or disorder in a person or his or her offspring, or that are determined to be associated with a statistically increased risk of development of a disease or disorder, and that are presently not associated with any symptoms of any disease or disorder.
- (i) "Mental disability" includes, but is not limited to, all of the following:
  - (ii) (1) Having any mental or psychological disorder or condition, such as mental retardation, organic brain syndrome, emotional or mental illness, or specific learning disabilities that limits a major life activity. For purposes of this section:
    - (A) "Limits" shall be determined without regard to mitigating measures, such as medications, assistive devices, or reasonable accommodations, unless the mitigating measure itself limits a major life activity.
    - (B) A mental or psychological disorder or condition limits a major life activity if it makes the achievement of the major life activity difficult.
    - (C) "Major life activities" shall be broadly construed and shall include physical, mental, and social activities and working.
  - (2) *Any other mental or psychological disorder or condition not described in paragraph (1) that requires special education or related services.*
  - (3) Having a record or history of a mental or psychological disorder or condition described in paragraph (1) or (2), which is known to the employer or other entity covered by this part.
  - (4) Being regarded or treated by the employer or other entity covered by this part as having, or having had, any mental condition that makes achievement of a major life activity difficult.
  - (5) Being regarded or treated by the employer or other entity covered by this part as having, or having had, a mental or psychological disorder or condition that has no present disabling effect, but that may become a mental disability as described in paragraph (1) or (2).

## **The Employment Status of Californians with Disabilities**

"Mental disability" does not include sexual behavior disorders, compulsive gambling, kleptomania, pyromania, or psychoactive substance use disorders resulting from the current unlawful use of controlled substances or other drugs.

(j) "On the bases enumerated in this part" means or refers to discrimination on the basis of one or more of the following: race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, age, or sexual orientation.

(k) "Physical disability" includes, but is not limited to, all of the following:

- (1) Having any physiological disease, disorder, condition, cosmetic disfigurement, or anatomical loss that does both of the following:
  - (A) Affects one or more of the following body systems: neurological, immunological, musculoskeletal, special sense organs, respiratory, including speech organs, cardiovascular, reproductive, digestive, genitourinary, hemic and lymphatic, skin, and endocrine.
  - (B) Limits a major life activity.
- (2) Any other health impairment not described in paragraph (1) that requires special education or related services.
- (3) Having a record or history of a disease, disorder, condition, cosmetic disfigurement, anatomical loss, or health impairment described in paragraph (1) or (2), which is known to the employer or other entity covered by this part.
- (4) Being regarded or treated by the employer or other entity covered by this part as having, or having had, any physical condition that makes achievement of a major life activity difficult.
- (5) Being regarded or treated by the employer or other entity covered by this part as having, or having had, a disease, disorder, condition, cosmetic disfigurement, anatomical loss, or health impairment that has no present disabling effect but may become a physical disability as described in paragraph (1) or (2).

## **The Employment Status of Californians with Disabilities**

- (6) "Physical disability" does not include sexual behavior disorders, compulsive gambling, kleptomania, pyromania, or psychoactive substance use disorders resulting from the current unlawful use of controlled substances or other drugs.
- (l) Notwithstanding subdivisions (i) and (k), if the definition of "disability" used in the Americans with Disabilities Act of 1990 (Public Law 101-336) would result in broader protection of the civil rights of individuals with a mental disability or physical disability, as defined in subdivision (i) or (k), or would include any medical condition not included within those definitions, then that broader protection or coverage shall be deemed incorporated by reference into, and shall prevail over conflicting provisions of, the definitions in subdivisions (i) and (k).
- (m) "Race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, age, or sexual orientation" includes a perception that the person has any of those characteristics or that the person is associated with a person who has, or is perceived to have, any of those characteristics.

For purposes of this section:

- (i) "Limits" shall be determined without regard to mitigating measures such as medications, assistive devices, prosthetics, or reasonable accommodations, unless the mitigating measure itself limits a major life activity. (ii) A physiological disease, disorder, condition, cosmetic disfigurement, or anatomical loss limits a major life activity if it makes the achievement of the major life activity difficult.
- (iii) "Major life activities" shall be broadly construed and includes physical, mental, and social activities and working.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
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Information Sources	***Information in this column was obtained from: the California Statewide Independent Living Needs Assessment 2003-2004. Conducted by InfoUse for the California State Independent Living Council (CalSILC). Quotations in this document are taken from participants' responses.	***Information in this column was obtained from: Final Report 2001-2002 Statewide Needs Assessment Project conducted by San Diego State University for the California Department of Rehabilitation. The Department of Rehabilitation (DOR) reports that the strongest expressions of need by focus group participants pertained to employment-related issues.	***Information in this column was obtained from: Focus Groups conducted statewide and facilitated by staff from the California Governor's Committee on Employment of People with Disabilities (Governor's Committee) and the California Health Incentives Improvement Project (CHIIP).
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### DIRECT PLACEMENT SERVICES

#### The Education System (All Levels)

"People seem to be thrown into their jobs without preparation, and that results in them not having the tools to do their jobs."

Training Special Ed Teachers	Need teachers that recognize and understand disability, especially hidden disability.	Need to educate college and university faculty and staff about students with disabilities to foster greater sensitivity.	Need more assistance with spelling and Braille -not just one OR the other.
	Need to train teachers and students in disability sensitivity and improve teachers' ability to assist in goal planning.		Resources are directed at passing tests, not gaining life skills.
			Supportive college teachers.
			Youth with disabilities need tutors to help understand studies and improve grades.
			Youth with disabilities need proper preparation and training for college.



## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
Training Special Ed Teachers			Education and information about drugs and their effect on keeping a job for youth with disabilities.
			Youth with disabilities need to be taught Braille and spelling, not just one or the other.
			Youth with disabilities need to develop communication skills.
Counseling	Rehab counselors and others need to recognize that educational goals are valid and attainable.		Offer High School elective courses on how to get a job, how to interview in freshman/sophomore years. Promote/teach basic life-skills in school.
			Youth need assistance to have/maintain motivation to pursue long-term education and training.
			Youth with disabilities need better access to career counselors in education settings/high schools.
			Students with disabilities should work with the Career Center and obtain Social Security information.
			Supportive family members, including grandparents.
			IEPs need to inform students about the need to work.
			Youth with disabilities found rehabilitation counselor helpful.
			Parents of youth with disabilities need information and communication.
			Motivation training is needed for youth with disabilities and their parents.
			Network for parents of youth with disabilities.
			Parents need more people in different programs to answer questions.
			Parents need information about the different transitions (into college, employment, unemployment, housing and healthcare) that come after HS for youth with disabilities.
Counseling			Transition planning worksheets are helpful.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
			Parents and youth with disabilities need on-going resources available on a personal basis.
			Highly motivated youth with disabilities drives the successful work effort.
			Question as to who will help students after they leave HS.
			Youth with disabilities need to be made aware of programs that can assist them and help them plan for the future.
			Support from role models important influence in youth with disabilities lives.
			Group support needed.
			Need a campaign on increased awareness of disability.
			Need publications about resources for people with disabilities.
			Parent forums for networking and obtaining information.
			Parents need local information, not just State.
			Need to consider group settings for getting information to the parents.
			Individual plans for youth with disabilities should include knowledge of benefits planning.
Accommodations in Education	Need classroom accommodations, assistive devices, note takers, longer test time		Concern about High School Exit Exam (should be eliminated or revised) - creates High School diploma issues.
			Youth with disabilities need access to services.
			Youth with disabilities need access to better transportation.
Accommodations in Education			RSP in secondary school, disabled student services in college, vocational rehabilitation assistive technology and Recordings for the Blind and Dyslexic are all helpful for youth with disabilities.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
			Alternatives to HS Exit Exam to achieve diploma for youth with disabilities.
			Youth with disabilities need to have the opportunity to receive a diploma with alternatives to the HS Exit Exam or a modified HS Exit Exam.
			Certificate of Completion doesn't help youth with disabilities get jobs the way a diploma can.
			Transportation and car needed for youth with disabilities.
			Youth with disabilities need more transportation options.
			Youth with disabilities need supplies in school in order to learn.
			Youth with disabilities need diplomas to better obtain a job.
			Youth with disabilities need diplomas.
			People with disabilities need help passing the Exit Exam.
			Youth with disabilities need an adult service provider for after high school.
			Youth with disabilities need individual self-acknowledgement in order to ask for accommodations.
			People with disabilities expect to receive a diploma at the end of HS.
			People with disabilities need to know how difficult the Exit Exam will be and what alternatives there are.
			Youth with disabilities who have strong desire but are low functioning need programs to help achieve their goals.
			Parents and youth with disabilities need more people who work in specialized areas, provided locally.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
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Accommodations in Education			To speed up the process of receiving electronic books, publishing companies should provide all books on CD.
			Stop increasing tuition and taxes.
			Palm pilots needed to help youth with disabilities stay on track of their schedules.
			Provide an easily navigated Web site for parents to obtain information from "Parents Need A Parent" training information center.
			Need to supplement education for disadvantaged, including people with disabilities.
Employment Preparation/Transition	Need assistance with career planning.	Provide internship and work experience opportunities.	District GPA requirement for work permit is too stringent for students with disabilities.
	Need specialists for youth.	Increase financial support and assistance while attending college.	Increase availability of Workability III courses - these teach what you can do in a job and what you can or cannot do through job assessment.
	Need school to work services.		Need job skills training promotion at the early high school levels. Train on work placement, salaries and medical insurance issues.
			Need classes on job preparation.
			Students would like mentors close to high school age (recently graduated) - peer support from successful kids.
			Students desire tutors.
			People with disabilities need to make thoughtful decisions about career choices.
			Support work expectations.
			Academic/community college training needed for career ladder.
			People with disabilities need better education.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
Employment Preparation/Transition			Youth with disabilities need improved skill sets.
			Youth with disabilities need college opportunities instead of an immediate job after high school.
			Youth with disabilities need better understanding of the benefits and outcomes of employment and careers.
			Youth with disabilities need mentors, role models of people that "look like me" who are in workforce.
			Youth with disabilities need first experiences to learn soft skills and gain exposure to jobs.
			Youth with disabilities need variety of opportunities to learn what jobs they like or not.
			Youth with disabilities need early exposure to work environment.
			Schools to identify internships and work experience, including paid work experience, not just volunteer positions.
			Need to develop youth at work curricula.
			Youth with disabilities need on-the-job experiences, a chance to use the adaptive equipment and build confidence.
			Youth with disabilities need to learn social skills.
			Need to make courses more accessible to those with cognitive disabilities, e.g. more interactive, more pictures.
			Youth with disabilities need an understanding of how/when/how much to disclose.
			Youth with disabilities need to learn how to deal with the social service systems.
			Youth with disabilities need how to enhance their skills, especially marketability using computers.
			Individualized training for youth with disabilities aimed at personal job interest.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
Employment Preparation/Transition			Youth with disabilities need to be able to research their career goals, have internships and job shadowing opportunities.
			Workability are very helpful for youth with disabilities to help learn how to talk with employers about accommodations, getting refresher training and learning what it takes to get a job, and getting familiarized with skills and techniques to find a job.
			Experience and skill training needed for youth with disabilities.
			Temp agencies were beneficial to some youth with disabilities.
			Youth with disabilities need variety in occupation places.
			Youth with disabilities need practice interviews and group career training.
			Youth with disabilities need more job exposure.
			Youth with disabilities need computer and reading skills for job applications.
			Youth with disabilities need communication services such as e-mail.
			Business training and education for parents regarding transportation for youth with disabilities.
			Grades should not be a barrier to gaining work experience.
			Youth with disabilities need confidence/communication/socialization training for handling job fairs.
			Mock interviews are needed for youth with disabilities.
			Youth with disabilities need role models.
			Schools need to teach transition into life after Graduation earlier than they do.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
Employment Preparation/Transition			Youth with disabilities need more focus on individualized job development.
			More focus on interview skills are needed.
			Youth with disabilities need HS elective courses on how to get a job, including interviews, starting early on in HS.
			Youth with disabilities need more assessment tools to find jobs that fit their personality.
			Youth with disabilities need role models "like them."
			Youth with disabilities need help starting employment experiences at younger ages.
			Focus needs to be on what jobs are available, what interest youth with disabilities has, what youth with disabilities can do.
			Youth with disabilities need assessment programs and tools to help find a job that fits their interests.
			Youth with disabilities need to know and articulate the accommodations they need during the interview.
			More job-sharing among youth with disabilities is needed.
			Youth with disabilities need work experience programs in their HS (can be a problem traveling to another place for the programs).
			Youth with disabilities need more support and job and interview training from Career Link.
			Support from role models important influence in youth with disabilities lives.
			Helpful for parents to know about job trends and availability.
			Parents need to know if there are enough places for youth with disabilities to find jobs and if there are enough hours available.
			Employer partners embrace students and young adults with the most severe disabilities.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
Employment Preparation/Transition			People with disabilities need financial assistance for educational opportunities beyond bachelor's degree.
			Need increased graduation from the educational system of work-ready students.
			Improve accountability in the K-12 system for preparing transition age youth for employment.
			Transition services should include connecting activities.
			Youth with disabilities need college opportunities post-high school.
			Youth with disabilities need access to career counseling and work experience in educational settings.
			Need to develop models for successful internship opportunities.
			Internships for youth.
			Youth with disabilities need employment and transition information.
			Youth need employment internship opportunities as early as possible (14-15).
			Paradigm shift within education that employment is an expected outcome.
			Need message that people with disabilities can work.
<b>The Workforce Development System</b>			
"Independent living can be set up around Social Security, Supplemental Security Income, etc., but good jobs are a better basis for independence."			
ACCESSIBILITY and COMMUNICATION	Equalize programmatic and physical accessibility of One-Stop offices, including signage, functioning elevators, doorways, interpreters and alternative formats.		It is hard to understand the system online - I did not answer the questions they have.
			No one has heard of a Disability Program Navigator (DPN).



## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
ACCESSIBILITY and COMMUNICATION			Miscommunication about services provided - impression that advanced cognitive abilities were needed to access system.
			Increase integration of research from LMID on the number of people with disabilities and people who are self-employed.
			Parent/family support: Assimilate information through a forum held with other parents and support networks.
			Would like to see a State-provided local contact to provide resources with all questions, even after programs for kids are over.
			Increase marketing.
			Service providers should address the full array of barriers.
			Accessibility is an issue for people with disabilities using service providers.
			Barriers people with disabilities face that need to be addressed include: employers communication directly with the worker not just coaches or placement staff; co-workers and supervisors fearful or uncomfortable; disabled workers get less training and suggestions from other staff and informal education is limited.
			Not a lot of overt discrimination.
			Clarify employer feedback, be positive not negative.
			People with disabilities need to be included in any decisions around employment.
PRE-TRAINING SERVICES			People with disabilities need disclosure training.
			Preparation should include skill training, work behaviors, training in use of accommodations, and their use and job placement and interview skills.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
PRE-TRAINING SERVICES			Need documentation of volunteer work or programs.
			Need certification of skill level.
Assessment			Need to offer/broaden job placement opportunities and provide more career options.
			Offer tools so students can measure their personalities [and aptitudes] with employment options.
			People with disabilities need service providers to discuss opportunities about career paths.
			Providers need to refer people with disabilities to benefits planning counselors and Web sites such as DB101.
			Legislative structures (e.g. Lanterman Act) have driver provider industry.
			Providers need to be able to attract capital due to rising costs and to stay competitive.
			Providers need to form buying consortia.
			Provider doesn't understand with enough sophistication the employer issues.
			Employment preparation programs need to include assessments.
Individual Employment Plan			Paid internships exempt from work incentives penalties
Case Management Services			Service providers need to collaborate and come to agreement on the goal.
			Staff of service providers need to keep careers in mind, not just a jobs for people with disabilities.
			Service providers need to work with education.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
Case Management Services			People with disabilities need one-on-one counseling.
			Formal wrap around services piece needed, need support services plus training, hands on, needs to be paid for; includes people with disabilities and non-English speaking workers (TAT funds, 25% funds).
JOB SEARCH SKILLS			
Resume Writing	Need assistance or training for developing resumes, interviewing skills, training, and job search skills.		
Job Search	Need for clear job descriptions and opportunities for career advancement.		Need to focus on interview skills.
	Need better information on self-employment.		Promote self-employment.
			People with disabilities need to develop and articulate skills.
			People with disabilities need to post on Google, JobFinder, etc.
Job Club			
JOB READINESS			For SCIF, an information sheet is needed to let people with disabilities know what to expect.
			Improved number of trained, skilled, prepared individuals ready for employment.
			Ensure that have a pool of qualified, work-ready, willing applicants before approaching employers.
			Youth and adult mentorship opportunities are needed.
			Applicants with disabilities are not work ready.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
Essential Employability Skills	Training for people with disabilities on hiring personal assistants and becoming employers.	Need internship and work experience opportunities.	Most employers use on-line application process. Applications are at a ninth grade reading level and ask for email - most participants do not have email addresses.
	Lack of preparation for job-related testing, including the opportunity to practice on Word, Excel, Powerpoint and other software that is frequently required at work.	Appropriate work-related behaviors and appropriate interpersonal skills.	People with disabilities need to "get out of their own way," need to help themselves.
			People with disabilities come with attitudes.
			People with disabilities are not labor market ready.
			People with disabilities want people to do the work (employment search/interview) for them.
			People with disabilities don't know how to ask for accommodations -- affects job performance
			Some people with disabilities don't want to ask for accommodations; they want to be treated like everyone else.
			Candidates must have skills and be ready to accept rejection and keep going.
			People with disabilities need soft skills.
			People with disabilities need to develop better work ethic.
			Motivation is the key.
			Youth with disabilities need to learn work ethic, e.g. being on time, willing to work, having soft skills.
			People with disabilities need to develop concentration skills.
JOB TRAINING			
Vocational			Vocational Rehabilitation needs to conduct initial

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
Rehabilitation			assessments, not just pre-injury experience.
			Vocational Rehabilitation needs to do more career counseling, career exploration, benefits planning counseling.
			Department of Rehabilitation needs to pay for college.
			Youth with disabilities found job developers and teachers motivating.
			Master's in Voc Rehab provides good orientation to medical aspects of disability.
			Voc Rehab more interested in filling out forms that quality of employment plan.
			Need to eliminate all Voc Rehab supervisors.
			Need to put the focus on results in public rehab program.
			Voc Rehab counselors need a better understanding of employer needs.
			State Rehab agencies and private rehab counselors not familiar with employer needs.
			Employee needs to be consulted in Worker's Comp disability management.
			Need to improve accountability for both defendant and applicant in worker's comp system.
			Need to create individual rehab plans that help people with disabilities feel successful.
			Additional rehabilitation engineers support to assist employment and supported employment.
Job Skills Training			People with disabilities need to train to operate in the high tech world.
			All applicants must be computer savvy.
			People with disabilities need work skills that will help them achieve the job they desire; assurance of a future.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
Job Skills Training			Skill set should be developed to enhance flexibility in career movement.
			Positive job reviews or violations.
			People with disabilities need opportunities to do career changes and alternative education.
			Customized training program for shipyard building, e.g., General Dynamics wanted to reduce turnover in boring jobs that worked well for developmentally disabled workers, e.g., cable plugging, cross training in 8 different areas.
Classroom Training Associated with Job Training Programs			Need to address English as a second language issues in people with disabilities; language and reading.
			Programs are impersonal.
			Having technical skills makes someone more employable.
			Programs need high expectations and accountability.
			Individual accountability that includes high expectations, accessing services and allowing for failures.
			Need people with disabilities evaluation of programs via questionnaires and surveys.
On-The-Job Training			Would like to see cross-training offered for multi-positions.
			Paid mentorship programs, e.g., machinists, apprenticeships.
			Funding for training and mentors.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
EMPLOYERS			
Employer/ Business Needs			Need qualified employees to hire.
			Looking for the best qualified person.
			Look at skill sets first.
			Review skills from resumes before talking to candidates.
			Bottom line is "Do they have the skills?" If so, everything else can be worked around.
			Candidates need right skill set - workers are not trained for high-tech.
			Companies can't discriminate in this job market.
			Legal issues cause trepidation for managers.
			Employers are often not willing to do accommodations/light duty for Workers' Comp people with disabilities to return to work.
			Construction industry views workers with disabilities as insurance and safety liabilities.
			Employers need to provide a welcoming environment for people with disabilities.
			Lots of jobs in construction, but difficulty with people with learning disabilities (lots of math, oral and written instructions; some success with mix of on-the-job and classroom instruction.
			Employers see value of retaining employees.
			Need tax credit for employers who hire people with disabilities.
			Employers need to buy in that no one is perfect, e.g., always have families with problems.
Employer/ Business			Issue around getting employers to the table to hire

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
Needs			veterans; there is no single point of contact.
			Direct relationship between employer/supervisor and worker leads to success.
			Employers need incentives to raise awareness.
			Focus on ability.
			Recognize abilities rather than disabilities.
			Allow employees with disabilities to use leave to receive necessary treatment.
			Incentives provided by state to encourage hiring people with disabilities.
			Less paperwork and more efficiency from the state.
			Need employees to hire.
			Need employees to have reliable transportation.
			Job developers need to keep a fluid relationship with employers through continuous contact.
			Need to look for abilities and be open-minded.
			Reduce process and paperwork involved in state reimbursement.
			Need the Dept. of Rehabilitation to provide help and work with employers efficiently.
			Adequate transportation for employee.
			Incentives provided by state so employers are receptive to accommodations for people with disabilities.
			Need communication to front-line managers.
			Job sharing is an alternative for employers to share the hours for students.
			Employers need to be told about accommodations and job coaches during interview.



## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
Employer/ Business Needs			Service providers need to view employers as partners; committed to making their workforce fully inclusive.
			Employer advisory boards are often useless; need to be valued, taken seriously.
			Major issues of concern are health insurance, workers comp, workforce development, regulations, access to capital and energy.
			A program to help small businesses comply with ADA and Title 24.
			Business wants to change ADA requirements.
			Employers need people they can hire based on good business decisions, not because it is the "right thing to do".
			Small business community feels that government agencies try to place people with no concern about whether there is a fit or not.
			Employers need support of government agencies, especially when they are willing to undertake targeted hiring initiatives.
			Employees with good attitudes and soft skills
			Candidates that meet the basic requirements of the job.
			Tax credits are meaningless if the individual is a bad employee.
			Ask business what they are looking for and then developed a program around those leads.
			Needs to be more incentives to encourage employers to see retraining injured workers, e.g. tax credits.
			Employers are nervous about the public sector.
			Employers need to partner with community-based organizations.
			Employers need to build a relationship with their medical provider, especially if there's a Worker's Comp situation.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
Employer/ Business Needs			Employers are frustrated with the Worker's Comp medical paperwork and paying extra to have an intermediary deal with it.
			Small businesses, which have no human resource personnel, need properly screened candidates and support once they hire someone (aka Intermediaries).
			Employers need to be an equal part of a Worker's Comp disability management team.
			Employers need to communicate positive Worker's Comp program philosophy to doctors to build trust.
			Difficult for employers to get disability information from EDD or IRS.
			Employers have to invest a lot of staff in dealing with human resources-related paperwork.
			Employers do not know where to find college graduates with disabilities.
			Need more of a partnership with State government for employers to hire any kind of employee.
			Private sector employers hold negative stereotypes of public sector employees.
			Employers driven by fear of litigation.
			Employers are expecting employees to multi-task as budgets and competition have gotten tight.
			Employers are comfortable hiring PwMHN cause they know there is someone close-by to help.
			People with disabilities need to be mainstreamed into community and disability community, State and employers need to help do that.
			Business needs broader pool for promotional opportunities.
			Facilitate links with employer and one unified job developer/placement specialist.
			Need message that people with disabilities can work.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
Employer/ Business Needs			People with disabilities should have proportional representation of staff.
			Improve workforce diversity and representation of disability.
			Nonprofits that work with people with disabilities better understand the employers' needs.
			Unions have good projects that need financial support.
			Employers need to engage in promoting and implementing solutions to increase employment opportunities for people with disabilities.
Employer Outreach and Education	Need training for people in human resources on how to see people with disabilities from an asset model rather than a deficit model.		Need reasonable accommodation and Worker's Compensation training for employers. Educate attorneys who deal with State human resources departments and companies about the hiring process for persons with disabilities.
			Hiring managers need to learn how to work with people with disabilities.
			Don't know definition of "reasonable" for accommodations.
			Managers don't typically know unless someone asks for an accommodation.
			Don't want to hurt feelings by asking the wrong questions.
			Definition of "disability" is vague.
			Don't disability etiquette.
			Need to better understand ranges of disability.
			Need to infuse humanity into human resources.
			Employers need education so they don't discriminate when an individual discloses disability.
			Training for managers is lacking.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
Employer Outreach and Education			One employer started "affinity groups," including people with disabilities, to help identify accessibility issues.
			Smaller companies more nervous about cost of accommodations, especially those companies without a human resources department/person.
			Don't make assumptions, e.g., "Cerebral palsy does not equate to mental retardation."
			Companies with fewer resources may be less knowledgeable about laws.
			Companies need information on legal requirements, resources, and human resources issues.
			Cost of accommodations unknown, if known, may alleviate some smaller employer concerns.
			Lots of misinformation about cost, e.g., people with disabilities missing work, health care costs, ... is prevalent.
			Smaller employers need to know about tax credits.
			On-line training in short increments; every time you pull a manager off line, it costs the company money.
			Provide examples of reasonable accommodations.
			Continuing education, 1 to 2 minute continuing sagas.
			Post information on Web site.
			Job postings need to be placed in places that youth frequent.
			Need to reach out to employers.
			Need to learn from Heartland Foundation in San Diego about how to find better matches between employers and people with disabilities.
			Employers need to talk to other employers, peer to peer, re: retention, human resources, and health care costs.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
Employer Outreach and Education			Education to change culture in companies.
			Employers tend to be more tolerant of youth than adult workers with developmental or learning disabilities.
			Employer plays key role, e.g., Machinist who assembled airplane engines was blinded on the job; post-Workers' Comp, was able to return to work to disassemble engines for maintenance.
			Workplace is scared to hire someone with a disability
			Employers' soft bigotry of low expectations.
			Employers hear from other employers about successes in hiring people with disabilities.
			Use common sense, courtesy, and sensitivity with everyone.
			Need ambassadors to get education and training about hiring people with disabilities.
			Need more information on hiring people with disabilities.
			Educate to change attitudes of employers.
			Use appropriate behavior and etiquette when interacting with people with disabilities.
			Consider how the employees with disabilities will evacuate the premises in an emergency.
			Provide special equipment to be available to help with evacuation.
			Inform safety coordinator of employee's location before emergency occurs.
			Assign buddies for employees requiring assistance during evacuation.
			Educate companies about the hiring process for people with disabilities.
Employer Outreach			Unaware of what is "reasonable" for accommodations.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
and Education			
			Need training to ease fear of litigation.
			Need education to correct misconceptions.
			Train employers on how to handle accommodations.
			Change employer attitudes.
			Employer training and education.
			Information about hiring people with disabilities must be brought to their attention so they are aware.
			Need higher standards and education rehired for job coaches for them to be beneficial.
			Service providers need better business and public sector linkages.
			Employers don't know how to reach workers with disabilities and service providers do.
			Youth with disabilities learn to advocate for self and ask for accommodations.
			Youth with disabilities need employers who are willing to work with youth with disabilities.
			Address parents concerns that employers do not want to hire people with disabilities.
			Correct misperception that everything has to be 100% accessible.
			Awareness education and training.
			Employers need disability awareness training to break down fears.
			Help with training, especially for small businesses.
			One-on-one contact is more effective with small businesses than getting them to attend trainings.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
Employer Outreach and Education			Businesses need help with workers comp system.
			Businesses need to identify workers comp cases early and move them into rehab early.
			Employers need to understand and adopt Return-to-Work policies.
			Employers need to understand cost/benefits of partial return strategies for workers comp cases; they are hesitant to help the person incrementally return to work.
			Employers are hesitant to hire when there is a known disability.
			Employers need help dealing with all the worker's comp forms and processes.
			Employers need disability training, including front-line supervisors and managers.
			Employers need in-house disability training expertise.
			Employers are confused and befuddled about how to deal with injured workers.
			Employers need to focus on preventing workplace injuries.
			Employers can offer an injured worker different tasks that have been neglected for a long time as a return-to-work tool, while waiting for full work readiness.
			Employers need to use mediation and alternative dispute resolutions processes.
			Need a curriculum for employers to develop return to work programs.
			Employer consortia can be an effective means for delivering training.
			Human Resource people think about people with disabilities and how they can not use their limbs.
			Employers have negative impressions of people with disabilities because they think they are taking advantage of them, particularly workers comp cases.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
Employer Outreach and Education			Employers are reluctant to hire people with disabilities based on ignorance, stereotypes and assumptions.
			Employer associations (e.g. Chamber of Commerce) do not make hiring of people with disabilities a priority issue to work on.
			Employer diversity or inclusion programs often do not include people with disabilities.
			Human Resource managers need on-going training in disability in the workplace.
			Need a positive media campaign to put small businesses at ease.
			SHRM conferences need to deal with disability in the workplace.
			Attitude is a very big and costly barrier.
			Need to conduct major public relations campaign to educate about people with disabilities, including by using some of the more successful people with disabilities, and operationalize through employers.
			Employer outreach and education should address a range of accommodations and practical human resource management tools.
			Employer needs to be educated on tax credits in hiring people with disabilities.
			Need to emphasize soft skills.
			Employer education should include resources people, services, technology, and costs of average accommodations.
			Need employer awareness.
			Employers need to provide honest feedback to workers, especially in relation to first work experience.
			Services to businesses need to include useful resources and information relating to workers with disabilities.



## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
Employer Outreach and Education			Help employer educate current workforce on working with people with disabilities.
			Educate employers on available intervention services.
			Promote best practices of employers who promote people with disabilities.
			Employers should offer training and retraining opportunities.
			Employers need disability awareness training by people with disabilities.
			Employers need educating about disabilities that can occur on the job.
			Need more support and understanding about disabilities from employers.
			Employers who would contribute to community wholeness by integrating people with disabilities into workforce.
			Should give recognition to company that employs people with disabilities.
			Educate people with disabilities about work incentives.
			Need to educate individuals about work incentives.
			Need to include benefits/work incentives training for consumers.
"It seems that we're OK to stare at, but not to be taken seriously as productive members of society."			
PLACEMENT SERVICES			
Job Development		Need for more assistance at the point that occurs between job training and job retention filled by job developers.	Should have quarterly talks with employers to keep relationship fluid.
			Promote individualized job development.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
Job Development			Promote job-sharing among students.
			People need to be able to advance in careers.
			Youth with disabilities need jobs with opportunities for advancement.
			Youth with disabilities need to get honest feedback from supervisors on performance in early work experience.
			Individualized job development is helpful when tailored to youth with disabilities needs.
			Youth with disabilities need more job developers.
			Employers will help by providing honest feedback on performance reviews.
			Part-time work, volunteer work and internships should be included as part of transition to first-work experiences.
			People with disabilities need to develop work related skill sets.
			Need a priority on opportunities for professional development and increasing professional skill sets, including through higher education.
Job Referral			People with disabilities need real jobs, not just minimum wage, no benefits jobs.
			Youth with disabilities need connections to employers.
			Temporary employment options need to be supported.
Job Placement	Difficult to earn enough to pay for needed services, including housing, health care, and personal assistance.		Link people with disabilities to temporary agencies.
	Lack of available jobs.		People with disabilities need jobs they can live off of.
			Should not settle for "whatever."

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
Job Placement			Youth with disabilities need to be able to make it on their own with the pay they receive.
			Youth with disabilities need to have jobs without it costing them money from their SSI.
			Ticket to Work program could be very helpful for injured workers.
			Promote all programs that promote youth and workers to work recognize that disability is part of all programs.
			People with disabilities have greater opportunity to work in private sector.
			Need increase in income levels of people with disabilities.
			Higher wages, better insurance.
			Increase in salary or wages, increase in hours worked, advancements.
Retention		Follow-up and job retention services should continue beyond ninety days after job placement.	Employer tax credit upon hire.
			Need to offer employees a living wage. \$1.35/hour at 15 hours a week is not cutting it. Also, minimum wage issues - every place should pay \$7.00/hour, not different rates at every site.
			Need to increase savings limitations: would like to save more than \$2,000 and not get SSI taken away with raise.
			Need attention to increased job retention rates for people with disabilities.
			For retaining employment, people with disabilities may need to rethink what they "will" and "won't" do.
			People with disabilities need opportunities for advancement.
			People with disabilities need honest feedback from supervisors/performance appraisals.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
Retention			Job retention is improved when natural supports are formed at the employment site.
			Business retains qualified employees.
			Employers need to retain employees with solid skill sets and experience.
			More people with disabilities will retain employment.
			Ensuring that people with disabilities retain their jobs over the long haul.
			Need increased retention success and promotion of people with disabilities.
			People with disabilities need assistance to get and keep motivated to pursue long-term goals.
			People with disabilities need role models of people in the workplace that "look like me."
			People with disabilities need role models.
			Current workers should be a priority for services in advancing careers.
			Retain employment, encourage advancement, increase economic power and ability to save.
VETERANS SERVICES			Service providers don't know where to send veterans; there is no single point of contact.
			Veterans returning from combat need more than Core A services.
			Military doesn't prepare people to make it in civilian world; average soldier needs at least 6 months to prepare. Need a transition program.
			It is easier to track veterans with physical disabilities, as they return for care. Veterans with mental health disabilities are much more difficult to track.
			TAP curricula changes are needed to make sure veterans are aware of resources in local community.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
VETERANS SERVICES			Prevention of mental health/alcohol and drug issues may stop high number of homeless vets.
			VA are not tracking Reserves/National Guard; they are getting lost.
			Reservists/National Guard are displaying issues with employment/families when they return.
			If NG/Reservist deployed to combat area they can receive up to 2 years of VA benefits; If deployed to non-combat area they receive no VA benefits.
			The military is keeping over 200 soldiers at Balboa and 100 at Camp Pendleton on medical hold until their disability stabilizes to ensure they continue to receive military pay/benefits.
			Veterans' organizations are used to dealing with the older vets; need to learn to deal with the younger vets.
			There are age related issues for younger vets/women
			County Mental Health organizations need to be included in service provision.
			Great need for family support services for veterans.
			Veterans need help in removing stigma of asking for mental health services.
			Need One-Stop team model to address veterans services needed.
			Need to ask the soon-to-be released veterans what they need.
			Vets need equal treatment to access high school and community colleges.
			Residency is an issue for some soldiers released in CA; want to stay but can't afford to go to school here.
			Need a law that if a returning soldier meets criteria, there is no charge for community college tuition.
			Veterans need to learn that basic skills are needed for civilian employment.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
VETERANS SERVICES			Programs need to be designed to help medics transfer to LVN.
			Younger soldiers are taken off their normal developmental track; for them it will take longer to return to occupational/employment track.
			A holistic approach needs to be taken, family issues need to be addressed.
			Begin providing training services to soldiers as soon as they know they are going to be released; much more than TAP, like assessments, training, etc.
			Educate veterans and family regarding mental health issues (PTSD).
			Need early intervention and prevention for veterans; intervene early to prevent more serious issues.
			People do not know what "disability" means; need a definition and link to VA rating.
			Disability may be a temporary issue; definition needs to address this also.
			Every time a soldier is deactivated, they receive a DD214. For some soldiers, they may have up to four.
			The VA benefits paid to veterans add up to a lot of money going into counties.
			Need to encourage veterans to stay in CA and become productive tax-paying citizens.
			Veterans voice on local workforce investment boards.
MISC. SUPPORTS WHILE RECEIVING SERVICES			Youth with disabilities need skills to manage necessary support services.
			People with disabilities need to be informed of system requirements, help with knowing what they need to do to receive assistance and navigate the system.
			Transition of resources from parent to other primary.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
MISC. SUPPORTS WHILE RECEIVING SERVICES			Parents need locally provided resources, even after programs for youth with disabilities are over.
			People with disabilities need information about who to contact after they graduate from their program.
			Connections within the system are valuable to youth with disabilities.
			Need program for youth with disabilities who lack parental guidance.
			Parents of youth with disabilities need more DOR internship programs.
			Youth with disabilities need a support system.
			Providers are beginning to use "reverse integration" as a means of mixing non-disabled with people with disabilities in sheltered and supported work settings.
			People with disabilities need internships and work-mentors and role models.
			Services should be recognized as essential and need to work together for an individual to have success in achieving employment.
<b>Employment Support Services</b>			
"Transportation is vital to get to work, to doctors, other health care service needs, and to participate in other life activities."			
"Reliable work attendance depends on reliable transportation. People can't rely on paratransit to get to work."			
TRANSPORTATION and PARKING	Need fewer long delays between buses.	Shorten the length of public transportation commutes.	Not a lot of bus routes available, job developers try to 'bus train' but there are minimal routes to train with.
	Need better and adequate signage to facilitate system use and pedestrian safety.	Need for expansion of reliable public transportation routes and hours of operation (evenings and weekends).	Driver's license issues.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
TRANSPORTATION and PARKING	Eliminate misuse of disabled parking placards and improve police enforcement of parking regulations.	Need to improve Para-transit scheduling - current difficulties.	Provide a transportation planner.
	Need better shelter at transportation stops and transfer points.		Develop systems of transportation to meet employment and recreation needs.
			Transportation for employment and independent living needs.
			Transportation planning is needed.
			Youth with disabilities consider job places that are close to home convenient for transportation problems.
			Youth with disabilities need independence with transportation.
			Transportation needed to get people with mental health needs to medical services outside the rural area.
			Local transportation systems need to meet employment needs of people with disabilities.
			Affordable and accessible housing and transportation.
"Adequate, affordable, safe housing is a basic need for community living."			
HOUSING	Need more housing options, including multi-unit supported housing, quality group homes, housing for individuals with Multiple Chemical Sensitivity, and home purchase programs.	Personal attendant issues.	Question: How many public housing spots are available per county?
	Need shorter waiting lists for affordable housing.		Question: Availability of subsidized housing vouchers?
	Need housing to be near available transportation, shopping and services.		Parents need information about available housing for youth with disabilities.
	Need for safe housing.		Affordable and accessible housing and transportation.
	Need housing unit size adequate to accommodate lifts, wheelchairs, and other equipment.		



## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
HOUSING	Need to expand the supply of affordable housing located near public transportation.		
	Housing rules should allow more mixed use of seniors and people with disabilities.		
	Need to use universal design, including non-toxic materials, in new construction.		
	Need loan programs to help with rental fees, security deposits, first and last months rent, etc.		
	Need improved accessibility in mobile home parks and modular homes, which are more affordable than other types of housing. Need to provide for visit-ability.		
	Need assistance in filling out forms for housing, benefits, and services.		
	Need help with home modifications.		
CHILD CARE			
PHYSICAL REHABILITATION	Need for support in the rehabilitation process, so that delays in services or equipment do not result in failed employment.		Paperwork and time efficiency is a problem when using State services - reduce the process for State reimbursement.
			Parental concerns need to be addressed about youth with disabilities only receiving proper assistance if incarcerated.
			Employers fear injured workers who return to work will re-injure themselves.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
PHYSICAL REHABILITATION			Employers need to be encouraged to re-hire their injured workers after rehab.
			A rehab counselor who is not part of the company is going to have enough credibility to the claim examiner.
			Workers comp rehab counselors need employers and doctors willing to cooperate with return-to-work strategy.
			Workers comp providers need to understand employer needs.
			Providers often do not understand or trust employers.
			Providers need to break the communication gap with employers.
			Providers need a set of core issues to address with employers.
			Doctors need to be an equal part of a Worker's Comp disability management team.
			Doctors need to be trained in disability in employment/workplace.
			Doctors need short, easy to fill out Worker's Comp forms.
			Guest speakers can be important motivators for injured workers.
			Injured worker is much better off in a restrictive work setting than sitting at home.
			Need to make the employee comfortable from the start to avoid long-term problems.
			Important for medical professionals to work with employer and educate the employer on what would be a safe return-to-work/an accommodation plan for the individual.
			Need to dispel myth that injured workers who return to work are no more likely to have another injury than any other employee.
PHYSICAL			Functional Capacity Assessment needed in Worker's

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
REHABILITATION			Comp system.
			Worker's Comp Whole Person Impairment rating scheme is not helpful to employers or rehab counselors for understanding what injured worker can do.
			A person's own anxiety, fears, anger can be a barrier to returning to work.
			Need a grassroots campaign that addresses disability prevention and safety and health promotions.
			Need to invest in accessible medical equipment, e.g. adjustable exam tables, to help avoid Worker's Comp claims from back injuries related to dead body mechanics.
			Not enough work done on the front end to help injured workers understand what their capabilities are.
			Physical accommodations are commonplace now with Worker's Comp ergonomic consultants and buildings having access.
			Worker's Comp system used as a disciplinary tool to get rid of undesirable employees.
			For return to work to be successful, need an employee who wants to return to work and an employer who wants the employee back.
			Could retrain away from heavy physical work.
			People who are injured on the job, whether Workers' Comp or other disability programs, don't know how to navigate the systems.
			Worker's Comp doctors must be paid and must be trained on how to provide functional information.
			Government and worker's comp counselors do not help people with disabilities get ready for employment.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
HEALTH BENEFITS	Need for health insurance that includes personal assistance services. Better alternatives to nursing homes. Allow family caregivers to remain employed.		Issues with SSI.
	Need help paying for medications.		Issues with State and Government Inquiries.
	Expand the workforce of personal assistants through training, tax incentives, forgiving student loans, waivers, benefits, and better wages.		250% is an underutilized program -NEED to promote this.
	Need for insurance coverage of special testing and treatment for people with chemical sensitivities.		Need fewer people on Medi-Cal.
	Need health interpreters for people who have little or no English skills.		Youth with disabilities need access to health benefits, either through parents' insurance, buying their own insurance or Medi-Cal.
			Need to reform proving level of impairment for SSI/SSDI to avoid institutionalization of people with disabilities in those programs.
			People who want to work should have the resources to do so, and those who don't want to work should not be a draw on resources.
			Human resource managers should have tools to assist with benefits management.
			Need opportunities to keep benefits during transitions.
			Keep benefits during job or career changes.
			Worker's Comp and SDI viewed as unearned income.
			Government should include IHSS and health care (including Medi-Cal) with employment-related needs.
			Medi-Cal Buy In program not being implemented; need increased outreach efforts.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
HEALTH BENEFITS			Health and other supports in place to ensure long-term employment.
			Counties are not implementing the Medi-Cal Buy-In program throughout the State.
			Clearinghouse for employers combining WC/SDE/ Unemployment resources with work incentives info. is needed.
			Need to address the severe marriage penalties, disincentives.
"If you can't sustain a workforce, you will not be able to have independent living."			
HEALTH and DENTAL CARE	Need for community access to physical and mental health services.	Lack of services available to specific disability groups: persons w/mental health disabilities, acquired brain injuries, environmental sensitivities, HIV/AIDS, developmental and severe learning disabilities, autism, severe physical disabilities, substance abuse, ethnic minorities with visual impairments, Latinos with disabilities, and "tweeners" (persons with IQs too high to qualify for services through the Regional Center yet too low to compete effectively at the community college level).	People with disabilities in workers comp for a long time need to be treated as a whole person to overcome personal barriers (e.g. mental health, financial, family, etc.)
	Need for disability aware health professionals, including Medi-Cal providers.		People with disabilities in workers comp have a lot of fear about leaving something comfortable and ability to compete in new positions.
	Need for wellness programs that address disabilities.		Doctors need to work better with employers and insurance companies as part of Disability Management Programs.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
HEALTH and DENTAL CARE	Need to address recovery issues for people with disabilities who have a higher incidence of alcohol and drug abuse.* (also under Alcohol/Drug Treatment)		Doctors tend to treat worker's comp cases too long.
	Women need accessible centers for mammography and other women's health services.		Injured worker needs motivation to return to work.
	Need for more medical practitioners, including primary care physicians and specialists, that accept Medicare and Medi-Cal.		Injured worker needs to get into a return-to-work process as early as possible.
	Need to link the medical system closely with community services, so that physicians and other medical professionals know what the possibilities are and what is available to support independent living.		Doctors and nurses need to work with Worker's Comp patients earlier than when referred by attorneys.
	Need for accessible health care in rural areas of the State.		Doctors need to reduce non-medical administrative lag-time in Worker's Comp cases.
	Need for interpreters for health care visits and a multilingual approach with material in print, disk, and Braille.		Doctors need better understanding how to work with employers about injured worker's functional capacities.
	Need for health insurance and other resources that support life in the community, including personal assistance services.		Need a functional registration program for people who experience delayed recovery from musculoskeletal disorders.
	Need for medical information in other languages in print, disk, and Braille.		Doctors and other medical professionals need return-to-work training.
	Need Universal Health care with a strong disability component.		Important for medical professionals to work with employer and educate the employer on what would be a safe return-to-work/an accommodation plan for the individual.
	Need for access to long-term care insurance.		Prevention, education and communication are the cornerstones of good return-to-work programs.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
HEALTH and DENTAL CARE	Wellness programs need interpreters and information on how to make wellness available to people with disabilities.		Providers need to figure out how to come to market with differentiated products.
			Employers might understand importance of health care/benefits for employees.
			Reduce need for cash supports and health care supports.
			Emphasis should be on long-term care planning and LTC insurance.
			Need fewer people with disabilities on benefits, but still retaining health care benefits.
"People need someone willing to just talk to them."			
MENTAL HEALTH SERVICES	Need day programs for people with mental illness, to provide counseling and activities, to help reduce depression and isolation.		Need mental health support systems for families, including broad-based wrap-around programs.
	Need opportunities to participate in recreation, religious, and social activities.		Severe mental health issues are necessary to obtain medication.
			Youth have expedited access to medication and proper mental health assistance after incarceration.
			People with mental health needs are in desperate need of medical services, particularly in rural California.
			People with mental health needs must have systems in place to support them outside of work to be successful.
			Mental health population is highly skilled.
			Understanding the definition of "disability" to include people with mental health needs.
			People do not know how prevalent people with mental health needs are.
			Employers need more information about workers and possible accommodations for mental health disabilities.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
MENTAL HEALTH SERVICES			Employers need more interaction about workers and possible accommodations for mental health disabilities.
			Pre-vocational preparation for adults with mental health needs.
			Adults with mental health needs need support in learning workplace skills and independent living skills.
			Youth with disabilities need State mental health facilities to provide more services than medication and have easier access to the facilities assistance.
DEVELOPMENTAL DISABILITIES SERVICES			Students are not eligible for Regional Centers program.
			Maintain and increase funding for Regional Centers' Supported Work.
			Medi-Cal funds for Supported Work.
ALCOHOL\DRUG ABUSE PREVENTION and TREATMENT	Need to address recovery issues for people with disabilities who have a higher incidence of alcohol and drug abuse.* (also under Health and Dental Care)		Need public education about secondary disabilities, particularly drugs and alcohol.
"Without Assistive Technology you aren't going anywhere else...without a wheelchair, ramps, computers, etc., ... you can't participate."			
ASSISTIVE TECHNOLOGY and ACCOMMODATIONS	Need discounts on vehicles with appropriate assistive technology adaptations.		Paperwork and time efficiency is a problem when using State services - reduce the process for state reimbursement. (Referring to rehab services).
	Need higher insurance caps for power wheelchairs and other durable medical equipment that exceed current caps.		Need employer training on assistive technology and accommodations.



## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
ASSISTIVE TECHNOLOGY and ACCOMMODATIONS	Need free or inexpensive access to pagers, such as Sidekicks or Blackberries.		Workers' Comp people with disabilities need job transition to new jobs with less physical demands.
	Need wider availability of electric scooters for transportation.		Construction trades have state certification tests; people with disabilities not provided accommodations.
	Need increased funding for assistive technology, including evaluations, training, and maintenance.		Youth with disabilities need an understanding of how and when to use disclosure and requests for accommodations to best advantage.
	Need help with maintenance and repairs.		Employers and co-workers need to be sensitized to how to accommodations.
	Need expanded sources that accept Medi-Cal for durable medical equipment.		Helpful when employer pays for accommodations
	Need expanded opportunities to access the Internet, including training and more public access locations.		Employers need to be educated about the cost of accommodations.
	Need more opportunities for telecommuting.		Employers need to know the hard and soft purposes of accommodations.
	Make parks and recreation programs accessible.		Important for medical professionals to work with employer and educate the employer on what would be a safe return-to-work/an accommodation plan for the individual.
			Need to assure that someone has an appropriate work station set-up.
			Medical team needs to make sure that accommodation issues are thought about at the moment the patient walks in the door.
			Need to invest in accessible medical equipment, e.g. adjustable exam tables, to help avoid Worker's Comp claims from back injuries related to dead body mechanics.
			Physical accommodations are commonplace now with Worker's Comp ergonomic consultants and buildings having access.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
ASSISTIVE TECHNOLOGY and ACCOMMODATIONS			Job Accommodations Network should be a recommended site for employers.
			People who want to work should have the resources to do so, and those who don't want to work should not be a draw on resources.
			All types of positions and worksites are accessible to people with disabilities.
			Employers need to be educated about how productive and valuable workers with disabilities can be, how much accommodations typically cost.
			Need more resources at the entry points and more creative ways to get education and accommodation information out to employers and HR folks.
			Programs need to be accessible via welcoming entry point.
			Easy access for people with disabilities consumers to get information and services.
			Need to improve accessibility of existing programs.
			People with disabilities need info on own accommodation needs and resources for employers to get these items and services.
			People with disabilities have pre-employment need of learning about assistive technologies and support systems.
			Employment preparation programs need to include training on assistive technology.
			Need to be sure working on issues of older workers who become disabled due to aging process.
			Reasonable accommodation and making assistive technology available to employees and employers.
			Need assessment of equipment or technology that people with disabilities can use.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
ASSISTIVE TECHNOLOGY and ACCOMMODATIONS			Universal access (program and physical) should be priority outcomes.
			Integrate communities where work, shopping, medical and housing are all in the same community.
			People with disabilities getting reasonable accommodations funding easier from government sources.
JOB COACH			Feel standards for job coaches are too low.
			More experienced and educated job coaches.
			Want professional, certified job coaches.
			No training or standards for job coaches -get some.
			Job coaches can be very helpful.
			There is a need for more job coaches to teach youth with disabilities skills individually.
			Youth with disabilities need job coach counseling to help deal with employment problems.
			Youth with disabilities need more job coaches.
			An onsite mentor or job coach would help guarantee job success.
			Job coaches that actually communicate with the employer to see where they can help train employee better.
			Mentors have a major impact on future for youth with disabilities and people with disabilities.
			Offering mentoring opportunities that are culturally and disability appropriate.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
PERSONAL SERVICES IN THE WORKPLACE	Need for better personal assistance services and a community/home-based care system, not nursing homes.	Finding, training, and keeping a reliable personal assistant.	
BENEFITS PLANNING	Need a centrally located resource center where families can access information -- medical, housing, recreation, and benefits.		People with disabilities need to understand long-term benefits and outcomes of employment.
	Need specialists for youth.		Focus on people who are aging into disability and need supports to remain employed.
	Rules are not easy to understand.		SSA work incentives should be explained when returning to work.
	Need timely eligibility process.		Eliminate loss of work incentives-linked benefits upon illness, injury, retirement.
	Need the opportunity to build assets. Benefits taken away too soon.		Supportive services like transportation, housing, IHSS and medical benefits, including Medi-Cal wrap around coverage and elimination of asset test for IHSS and Medi-Cal for those working.
	Burdensome paperwork, especially for those with brain injury or developmental disabilities.		People with disabilities need benefits such as health care and tax incentives.
	Forms in other languages are not good translations. Difficult to understand.		Getting people with disabilities off Social Security.
POST-PLACEMENT EMPLOYER EDUCATION			
STAFF TRAINING		Discrimination training to decrease prejudice.	Service providers need to create a more welcoming environment; "this place is for you."
		Train staff with information regarding incentives for hiring people with disabilities.	Service providers need to be diverse in their knowledge of disabilities.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
STAFF TRAINING		Educational efforts should be continuous due to the rate of turnover of human resources personnel within organizations.	Service providers need to practice common courtesy toward people with disabilities.
		Discrimination training to decrease prejudice. Educational efforts should be continuous due to the rate of turnover of personnel within organizations. Replacements need to be educated.	Staff of service providers need to be sensitive to disabilities and disability issues in attitude and culture of the organization.
		Lack of quality and quantity of the staff at organizations that provide services to persons with disabilities.	Better trained staff are needed throughout the system.
			Caring staff of disabled student services make a difference, help focus on strengths.
			More DPNs are needed to answer questions.
			Experienced, professional staff was beneficial to youth with disabilities.
			Specialized staff for each disability was helpful to youth with disabilities.
			People with disabilities need to have proportional representation on providers' staff.
			Web-based training opportunities are cost effective.
			Attitude is a very big and costly barrier.
			Human Resources people need to be trained about hiring and accommodating people with disabilities.
			Flexibility and continuing education are needed.
CONSUMER/ CREDIT COUNSELING		Need help with personal finances.	

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
ENERGY/ UTILITIES ASSISTANCE	Need discounted rates, including installation fees, for utilities, cable, etc.		
WORKPLACE SAFETY			Needs assessment on issues of worker health and safety, focus on developmental disabilities and best practices.
INDEPENDENT LIVING SKILLS	Need ways to give a person enough food to get them through the day and through the weekend: programs like 'Meals on Wheels' are available to seniors, needed by people with disabilities, too.		Lack of. Problem at all levels, not just disabled population.
	Need interpreting services at Independent Living Centers.		People with disabilities need to connect to community programs, e.g., People First, etc.
	Need for ILCs to exchange best practices and collaborate with other community services.		Students with disabilities need to learn about the "outside world".
	Need programs, schools, and services targeted to people with specific disabilities.		Students need to be able to advocate for themselves.
	Need other disability-specific day programs, with good programs and employment possibilities, rather than 'glorified babysitting.'		Business planning is critical for employment and independent living for youth with disabilities.
	Need individualized core services, specialized for blindness. Services should be in 3 phases: adjustment, reinforcement, and lifelong supports. Short-term residential programs teach what people have to learn in a visual world and how to do things another way.		Youth with disabilities desire living independently without a guardian.
INDEPENDENT LIVING			Some youth with disabilities do not want to live alone

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
SKILLS			and mentioned roommates.
			Developing living skills is very important to the independence of youth with disabilities.
			People with disabilities should be prepared to fail.
			Need to have high expectations for people with disabilities.
			Need higher expectations of selves.
			Should not settle for "whatever."
			People with disabilities need the independence associated with saving money and buying a house and should be allowed to save more.
			A lot of people with disabilities have the attitude that someone's going to take care of them and they don't have to do anything.
			If coddle people with disabilities, then taking away from their ability to help themselves.
			Self-motivation and self-direction important for people with disabilities to go to work.
			Employment service programs need to address individual plans for self-sufficiency.
			Education about independent living and ILCs and what they can offer transition age youth.
			People with disabilities need social skills development.
			Address needs of people with disabilities seeking employment for first time, including aging disability issues and women with children.
			People with disabilities need better social skills.
			People with disabilities need increased self-sufficiency.
			Increased self-esteem and self-confidence.
INDEPENDENT LIVING			Less dependency and more independence.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
SKILLS			
			People with disabilities can be financially independent.
			Improve quality of life and positively affect disability competence within local communities.
			Independency!
			Quality of life indicators to include self-sufficiency, hours worked, income earned.
			Workforce, housing, cost of living, living wage and employee retention.
			Understanding that it is always better to work.
<b>Emergency Systems</b>			
EMERGENCY SERVICES	Need community emergency plans for people with disabilities.		
	Need accessible emergency services, homeless shelters, and battered women shelters.		
	Need to cross-train police, other law enforcement, firemen, service staff, and people with disabilities to establish an effective emergency approach.		
	Need communication devices for disaster shelters.		
	Need to expand the supply of emergency housing.		
	Need county notification systems to be compatible with TTYs to alert people to emergencies.		
	Need help with abusive situations.		
<b>Rights And Advocacy</b>			



## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
CIVIL RIGHTS ENFORCEMENT and/or ADVOCACY	Need to expand disability awareness training within communities.		People with disabilities need to learn self-advocacy skills.
	Enforcement of existing public access laws.		People with disabilities need to advocate for themselves, learn how to influence public policy.
	Need to educate people with disabilities and their families about disability rights.		People with disabilities need to participate in plan(s) development, policy development and implementation.
	Need for disability and independent living sensitivity/awareness education and outreach in minority communities.		People with disabilities need to learn and practice self advocacy and disclosure strategies.
			Self advocacy skills are important.
			Need to advocate for specific disability populations.
<b>The State System</b>			
STATE SERVICES	Need for improved access to public buildings, colleges, and other community resources.	Improved communication between the Department of Rehab and partnering service agencies to help persons with disabilities navigate through the service system more easily. Work on streamlining processes, saving time and money. This would help to eliminate confusion that leads to inconsistent referrals and poor program results for partner agencies.	State should supply more people in each area to answer questions.
STATE SERVICES	Service issues related to language access, need for interpreters in languages other than English, need for culturally appropriate services and access to benefits and questions of eligibility for benefits related to immigration status.	Lack of State department client referral to partnering programs.	Need to develop systems for mentoring.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
	Need for better information for the general community, so that when a person or a family needs information on what to do in a new disability situation, whether temporary or chronic, the information is available and easy to find.	Increase communication between DOR counselors and clients: persons with disabilities (clients) were not being contacted after attending initial orientation meetings at DOR. More consistent services between counselors, offices and districts.	People with disabilities need to avail themselves of the services available.
	Need better compliance with building code access requirements and more enforcement of access standards by local building officials and by state agencies.		People with disabilities need to be "savvy" and specific about needs.
			Greater accountability for service providers.
			Workers with disabilities get stuck in the Workers' Comp system, unable to find a WC physician to certify ability to return to work.
			Injured workers, Workers' Comp and other workers have trouble navigating state and social services system.
			EDD's job services are now impersonal compared to years ago.
			UI process is unclear and staff do not seem to be trained to assist, get different/conflicting answers.
			Job Services automatically refers people with disabilities to Vocational Rehabilitation
			Parents of youth with disabilities need more understandable One-Stop Web site.
STATE SERVICES			Youth with disabilities need job developers at One-Stops that can address their needs for a job.
			One-Stop Web site too confusing to access.
			Youth with disabilities need One-Stops to tailor to their needs for job development.
			People with disabilities feel government inquires into their lives are too personal.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
			People/government that understands business, not just social skills.
			State agencies do not understand corporate environment; it's about making money, not quality of life.
			Employers do not know that much about the Department of Rehabilitation services.
			Need to develop systems for mentoring.
			State government bureaucracy is an obstacle for employers hiring people with disabilities.
			Disability Program Navigator has been very helpful in working with One-Stop staff and employers.
			One-Stop Career Centers need to better understand the needs of businesses and how to better match people referred for jobs.
			One-Stop Career Centers need funds for Disability Program Navigators.
			Programs need to model employing people with disabilities.
			Programs need resources for/to enhance and conduct on-going education and outreach.
			Programs need to promote Return-to-Work policies and programs.
			Public sector employees do not understand private sector.
			Need an education program aimed at getting public and private sector employees to understand each other.
STATE SERVICES			Too many middle managers in public service.
			Worker's Comp system not familiar with workforce development system under WIA, particularly One-Stop Career Centers.
			State needs to improve whole worker's comp program, particularly claims processing.
			Need to eliminate teacher tenure, require performance assessments and increase teacher pay.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
			Need to reduce cost and improve quality of education.
			People with disabilities need to be mainstreamed into community and disability community, State and employers need to help do that.
			Government employment is "other" type of employer; private sector less likely to look to it as role model.
			Need to increase the asset limitation for California Working Disabled Program.
			Department of Social Services needs to implement CWD program through counties.
			Health and Human Service programs need to encourage employment and self-sufficiency.
			Department of Rehabilitation should develop formal intern programs with employers.
			Department of Rehabilitation's recent federal audit raising concerns about people with disabilities and jobs.
			Need more people with disabilities in State/county employment as a model.
			Need more people with disabilities using One-Stop Career Center services.
			Need to improve employment focus of social service programs.
			Need increased understanding amongst service providers of disability issues impacting employment.
			Stop the turf wars.
STATE SERVICES			One-Stops and other providers involved in work preparation need to be linked to assistive technology.
			One-Stop Career Centers need to be accessible and useable by workers with disabilities.
			Department of Rehabilitation needs to be more consumer oriented with the vocational assessments and in helping people with disabilities keep jobs, including with assistive technology devices, software programs and adaptive furniture.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
			Department of Rehabilitation should allow position and career changing to keep up with changing career needs and changes in the field.
			One-Stop Career Centers should fully partner with other community-based organizations.
			Inter-departmental coordination has to be more than lip service.
			Need to impact State policy development.
RESEARCH, PLANNING, COORDINATION			Need to develop a vision and belief that equality is possible.
			CMS and disability organizations should be the leaders.
			Stakeholders include State, people with disabilities, employers (not leaving out non-profit, policy makers and small business.
			Need better accountability for the services provided.
			Team approach and collaboration.
			Funding sources need to combine funding streams to be most effective.
			Develop more collaboratives, including employers.
			Need to talk with new vets to determine their needs.
RESEARCH, PLANNING, COORDINATION			Important to coordinate support services and training programs.
			Much better communication/coordination needed around veterans services.
			For veterans, coordination is needed; need to know who is doing what and where.
			Connect with the CalVet Board, which is starting to look at a job program.

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
			Someone needs to take responsibility for coordinating providers to help define each other's roles in serving vets.
			PSAs regarding people with disabilities in primetime to help change perception.
			Global awareness training on both sides (employers and people with disabilities).
			Lower unemployment rate for people with disabilities.
			Need a better understanding of how many people with disabilities got hired.
			Need to keep track of number of individuals who get off SSI or decreased SSI dollars.
			Need to see improvement in numbers of employed people with disabilities.
			Success will be evidenced by improved transitioning of youth to work.
			People clearly identified as people with disabilities are not necessarily visible.
			Need public policy agreement that funding for critical support programs are full and sustained.
			Need public education about adult workers who haven't been diagnosed and about secondary disabilities.
			Community collaboration is the key.
			SSI needs to not be so difficult.
RESEARCH, PLANNING, COORDINATION			Funding for training and community collaboratives (e.g. SF Foundation/EDD function).
			Youth with disabilities need to make enough money to live on (e.g. raise minimum wage).
			There needs to be a study on the difference in earnings and self-confidence between students who have a diploma and students who have an alternative

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
			(certificate of completion).
			Money from SSI should not be taken away when people with disabilities make more at work.
			Need to implement Return-to-Work provisions of 03/04 Worker's Comp reform laws.
			Department of Industrial Relations needs to put resources into developing employer competency around disability and return to work.
			Need to remove economic disincentives for people with disabilities who want to work.
			Legislation needed to require, rather than allow, State agencies to contract with disability provider organizations.
			Need integration of various boards; e.g. Workforce Investment Board and Small Business Board.
			Economic development in energy-related industries, including green industries, will be created in the next 10 years.
			Disability management team needs to be built between employer, doctor and both public and private providers.
			Need to create some incentives for manufacturing to return to the State.
			Improve visibility of people with disabilities.
			Need message that people with disabilities can work.
RESEARCH, PLANNING, COORDINATION			Government services and outreach needed to everyone, including employees, regarding accommodations and support possibilities.
			Teach consumers that circumstances change (economy, health, industry, technology, family needs).
			Need a government program where employees with disabilities and employers pay into a fund to allow people with significant disabilities to work and pay for

## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
			expenses such as AT, attendants and durable medical equipment.
			Government and providers need to analyze barriers created by rules of work incentive programs.
			CA Administration needs to lead by example.
			Government programs should be modified/approached as being part of a system of workforce supports (transportation, health care, housing, workforce prep., etc)
			Paradigm shift within education that employment is an expected outcome.
			Adults re-entering the workforce should be a priority for services.
			Youth entering the workforce should be a priority for services.
			Other target populations need to be ethnic minorities, other underrepresented populations and adults entering the workforce for the first time.
			Focus on lower educated, parents of children with disabilities and youth.
			Focus on disabled population, senior population, non-English-speaking population.
			Forestall/prevent need for public cash supports.
			Target high school and college graduates with disabilities.
RESEARCH, PLANNING, COORDINATION			Target full range of youth with mild and severe disabilities.
			Target adults who have fallen through the cracks and need supports to either maintain employment or make career advancements.
			Need improved data collection from agencies and service providers.



## ASSESSMENT OF NEEDS FOR THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

	California State Independent Living Council	California Department of Rehabilitation	Focus Groups
			Outreach to ethnic minorities.
			Other target populations are people with disabilities who have lived all their lives on income supports (SSI,SSDI) and don't know they can work; also people who want to change their employment direction and explore other fields.
			Increase number of people employed.
			Important to be savvy and specific about employment and benefit needs.
			More action, less talk.
			More people with disabilities in our Government.
			This is not a "comprehensive" strategy; the first Comprehensive Strategy, as called for under AB 925 needs to address all aspects of employment and training for people and youth with disabilities.
			Should not limit strategy to ages 18-64; don't use stereotypical language such as "older worker."
			Thinking outside the box means thinking beyond tradition and stereotypes.
			Government and worker's comp counselors do not help people with disabilities get ready for employment.

## **The Employment Status of Californians with Disabilities**

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### **Appendix E**

#### **Partner Activities**

**Aging, Department of**  
<http://www.aging.state.ca.us/>

**California Community Colleges Chancellor's Office**  
<http://www.cccco.edu>

**California Health Incentives Improvement Project**  
<http://www.chiip.org/>

**California Workforce Investment Board**  
<http://www.calwia.org/>

**Developmental Services, Department of**  
<http://www.dds.gov/>

**Education, Department of**  
<http://www.cde.ca.gov/>

**Employment Development Department**  
<http://www.edd.ca.gov/>

**Health Services, Department of**  
<http://www.dhs.ca.gov/>

**Mental Health, Department of**  
<http://www.dmh.gov/>

**Rehabilitation, Department of**  
<http://www.rehab.gov/>

**Social Security Administration**  
<http://www.ssa.gov/>

**Social Services, Department of**  
<http://www.dss.gov/>

**State Independent Living Council**  
<http://www.calsilc.org/>

## **Appendix F**

### **Information Sources/Bibliography**

#### **Focus Groups**

August 2005	Lockheed Martin Hiring Managers (Silicon Valley)
September 2005	Labor Unions (Oakland)
October 2005	Workability III Class (Sacramento)
October 2005	Local Workforce Investment Board/partners (Eureka)
October 2005	Employers (Eureka)
October 2005	Parents (Irvine/Newport-Mesa)
October 2005	Staff (Irvine/Newport-Mesa)
October 2005	High School Students (Whittier)
October 2005	Staff/Teachers (Whittier)
October 2005	Adult Transition Class (Irvine/Newport-Mesa)
October 2005	Staff/Program Managers (Newport-Mesa)
October 2005	Employers/Providers/Consumers (Mt. San Antonio College/Walnut)
November 2005	University students (California State University, Long Beach)
November 2005	Apprenticeship (Bay Area)
December 2005	Veterans Providers (San Diego)
December 2005	Mental Health Consumers (Sacramento)

## **The Employment Status of Californians with Disabilities**

### **Conferences/ Web Conferences**

March 2005	Department of Labor Symposium (Sacramento)
May 2005	RESPECT-ability Conference
July 2005	California Health Incentives Improvement Project Web Conference
August 2005	California Health Incentives Improvement Project Web Conference
October 2005	California Association for Post-Secondary Education and Disability Conference

## **The Employment Status of Californians with Disabilities**

### **Stakeholders**

The Advocrat Group  
Aging, Department of  
Allen, Shea & Associates  
Benefits Planning, Assistance, and Outreach Program Staff  
California Community Colleges, Chancellor's Office  
California Health Incentives Improvement Project  
California Work Group on Work Incentives and Health Care  
California Workforce Investment Board  
Californians for Disability Rights, Inc.  
Developmental Disabilities Council, Area Boards 1, 5, and 7  
Developmental Services, Department of  
Disability Advocates  
Disability Program Navigators  
Education, Department of  
Employers  
Employment Development Department Regional Advisors  
Governor's Committee Members  
Health Services, Department of  
Independent Living Centers  
Local Education Agencies  
Local Workforce Investment Areas  
Mental Health, Department of  
Peninsula Center for the Blind and Visually Impaired  
Rehabilitation, Department of  
Service Providers  
Social Security Administration  
Social Services, Department of  
State Independent Living Council  
State Rehabilitation Council  
World Institute on Disability  
Youth Leadership Forum Participants

## **The Employment Status of Californians with Disabilities**

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Arnold Schwarzenegger  
Governor  
**State of California**

Victoria L. Bradshaw  
Secretary  
**Labor and Workforce Development Agency**

Kim Belshe'  
Secretary  
**Health and Human Services Agency**

Patrick W. Henning  
Director  
**Employment Development Department**

Randy Lowe  
Chair  
**California Governor's Committee on Employment  
of People with Disabilities**

Catherine Kelly Baird  
Executive Director  
**California Governor's Committee on Employment  
of People with Disabilities**